

Peter Ly

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WORK EXPERIENCE

LaFosse Academy

Full-Stack Developer

02/2022 – 05/2022

- Implemented Node.js and SQL to design a scalable database for a habit-tracker application that decreased query time by 50%, allowing for faster data retrieval and improved user experience.
- Collaborated with a team of four to build an interactive Python decision-making travel application and presented it to 75 directors and external clients live.
- Collaborated with a team of developers to design and build well-structured applications utilising RESTful API architecture, resulting in a 30% decrease in bugs reported by end-users.
- Utilised Jest testing framework to automate and perform comprehensive web application testing, resulting in a 50% reduction in defects.
- Identified and resolved complex coding issues using Chrome DevTools during assessment weeks, resulting in a 95% score or higher in all assessments.

HSBC UK

Financial Support Officer

10/2018 – Present

- Developed financial plans for over 500 customers experiencing financial difficulty, resulting in a 90% success rate of meeting their financial goals and achieving over 90% in good outcomes consistently.
- Analysed data from the hackathon event to create actionable recommendations for improving future competitions, resulting in a 75% increase in participation the following year.
- Implemented new data collection processes, resulting in a 30% reduction in errors and inconsistencies within the collected data.

INSTRUCTURE GLOBAL

Technical Support Officer

05/2016 – 10/2018

- Successfully **achieved 100% SLA** by managing calls, live chats and web-based cases improving efficiencies and customer satisfaction by 20% in three months.
- Utilised DevTools to replicate and diagnose complex software issues, resulting in a 50% decrease in ticket escalation to higher-level technical support.

HSBC UK

Universal Banker

12/2012 – 05/2016

- **Lead the West End region** when tablets were introduced. Addressed issues raised from feedback sessions and **escalated these issues back to the head office**. Resulted in over **96% customer satisfaction** on a weekly basis.

PROJECTS

[Tracket – Habit Tracker App](#) - Using HTML, CSS, JavaScript and PostgreSQL to store your habits.

[Let's Workout App](#) – Using MERN technologies, REST APIs and JWT auth to build a workout planning app.

[Recipe App](#). Mobile-first recipe app allowing users to search, favourite and see the recipes on how to cook a meal.

EDUCATION

University of Westminster

BA(Honours): Business: Financial Management (2:1)

09/2009 – 06/2012

SKILLS & CERTIFICATIONS

Technical Skills: HTML, CSS, JavaScript, React, Redux, Node JS, Git, GitHub, Flask, Django, Python, SQL, MongoDB, Docker, Jest, APIs.

Professional Skills: Problem Solving & Resilience, Teamwork & Collaboration, Organisation & Prioritisation, Leadership & Positivity, Effective Communication, Agile Scrum & Kanban

Udacity

Intro to Programming Nanodegree (Pass)

04/2022 – 07/2022

Microsoft Technology Associate (MTA)

98-364: Database Fundamentals (SQL) (Pass 98%)

05/2020