

WINONA KWOK

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PROFILE

Assistant Manager with 8 years of experience in Website/Portal Development. Verifiable track record of managing vendors, fulfilling stakeholder requirements, and developing and performing quality testing on websites and systems. Notable clients include Singapore GP, The Arts House and Christmas Wonderland.

CAREER ACHIEVEMENTS

Council for Third Age, C3A: Led microsite development attracting 30,000 users, launched and revamped website serving 20,000 users monthly with enhanced functionality, and implemented strategic dashboards.

Deegix Pte Ltd: Promoted from Software Developer to Operations Support Manager, managed high-profile websites, ensured timely project delivery, and led a team of four.

TECHNICAL SKILLS

Areas of Expertise: Vendor/ Client Liaison, Project Management, Requirements Gathering, Website Maintenance

Languages: PHP, Java, JavaScript, HTML, CSS

Software / Databases: Microsoft Office, Microsoft Power BI, Tableau, SQL

CMS: WordPress, Drupal, Joomla

Others: SEO, Google Analytics

PROFESSIONAL SOFT SKILLS

Leadership: At the Council for Third Age, led development of microsites for Virtual Roadshows, attracting 30,000 users and generating 100,000 pageviews.

Organisation: Managed project timelines, ensured timely completion and delivery at Council for Third Age, optimised resource allocation at Deegix Pte Ltd.

People management: Managed a team of four, optimised resource allocation, and ensured timely project delivery at Deegix Pte Ltd.

WORK EXPERIENCE

Freelance Web Developer

(May 2023 – Present)

Skills used: PHP, HTML, CSS, Tableau, Wordpress

- Provided web development services using PHP, HTML, CSS, and JavaScript on Wordpress.
- Managed client projects from conception to completion, ensuring timely delivery and quality.
- Developed and maintained websites for various clients, enhancing user experience and functionality.
- Utilised SEO best practices to improve website visibility and traffic.
- Conceptualised and revamped Tableau dashboards with increased efficiency for decision-makers.

Council for Third Age, C3A

Assistant Manager, Web Portal (Jun 2020 – May 2023)

Skills used: PHP, HTML, CSS, Power BI, Drupal

- Oversaw and updated the C3A website, serving 20,000 users with 70,000 monthly pageviews.
- Spearheaded the development and management of microsites for two Virtual Roadshows, each attracting 30,000 users and generating 100,000 pageviews.
- Collaborated seamlessly with vendors to enhance website functionality, promptly addressed change requests, and resolved bugs, resulting in an optimal user experience.
- Contributed valuable insights to improve user interface and experience, specifically tailoring designs to meet the needs of older adults.
- Led comprehensive quality and application testing, ensuring successful deployment of all websites development and enhancements.
- Monitored project process and timelines, ensuring timely completion and delivery.
- Implemented a Google Analytics dashboard, providing comprehensive insights for strategic decision-making based on website and app statistics.
- Developed a Power BI dashboard to monitor the performance of C3A partners and analyse the demographics of older adults enrolled in courses.

Deegix Pte Ltd

Operations Support Manager (Mar 2019 – Feb 2020)

Skills used: PHP, HTML, CSS, JavaScript, SEO, Joomla

- Promoted from Software Developer to Operations Support Manager due to strong performance and being able to foster strong client relationship with multiple assistant marketing managers, delivering projects on time and within budgets, meeting their expectations 100% of the time.
- Provided timely application and maintenance support for 8 high-profile websites including Christmas wonderland, Singapore GP, and The Arts House, adhering to Service Level Agreement (SLA) requirements.
- Conducted requirement elicitation, feasibility studies, and proposed solutions to enhance website user experience and retention while collaborating with designers.
- Assessed the impact of requested changes, prepared project schedules, and demonstrated effectiveness in managing a team of 4 individuals by optimising resource allocation.

Software Developer (May 2017 – Mar 2019)

Skills used: PHP, HTML, CSS, JavaScript, SEO, Joomla

- Ensured successful deployment by conducting comprehensive quality and application testing for all website development and enhancements.
- Managed, maintained, and improved the official Singapore GP website for 2 years using PHP and the Laravel framework, handling peak traffic of an average of 1000 users during event weeks.

Sense Infosys Pte Ltd

Application Developer (Sept 2015 – May 2017)

Skills used: Tableau, Java, HTML, CSS, JavaScript

- Generated Tableau dashboards enhancing data visualisation for decision-making, for client's daily delivery of reports and analytics.

- Developed and elevated client's web application, implementing intuitive JavaServer Pages (.jsp) powered by JavaScript libraries (drag & drop). This solution served as a robust management system replacing manual recording processes and boosting user efficiency and productivity.

Rainmaker Labs Pte Ltd

Assistant Developer / Industrial Orientation [Internship] (May 2014 – Aug 2014)

Skills used: Java, Android, iOS

- Successfully converted an iOS app to an Android app while maintaining similar functionality, demonstrating cross-platform development skills.
- Enhanced the robustness of the Android app by identifying and fixing bugs uncovered during rigorous testing.
- Modified menu navigation in a simple iOS and Android app, enabling the dynamic display of website pages.
- Conducted thorough quality assurance and testing, developing comprehensive test plans for clients and meticulously reporting identified bugs to the development team.
- Implemented a Java function to parse and convert data from text (.txt) to comma-separated values (.csv) files, showcasing proficiency in data manipulation and file handling.

EDUCATION

Bachelor of Engineering (Computer Science)

Nanyang Technological University, Singapore (Aug 2012 – Jun 2015)

Diploma in Mobile and Wireless Computing

Temasek Polytechnic, Singapore (Apr 2009 – May 2012)

Additional Certificates

- ICDL (International Computer Driving Licence) | Data Analytics (2022)