

# WING LAM STEPHANIE CHAN

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## PROFILE

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Motivated Customer Support and Application Support Specialist with over five years of experience in SaaS-based IoT solutions, web development, and database management. Adept at troubleshooting, technical documentation, and customer communication. Proven ability to support international clients, including investment banks, ensuring high-quality system performance and user experience. Passionate about problem-solving, teamwork, and delivering superior customer support. Fluent in English, Cantonese, and Mandarin.

## WORK EXPERIENCE

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### Museum London

London, ON

Internship Full Stack Developer

February 2025 – April 2025

- Developed interactive experiences using **Node.js**, **Cinema 4D**, and **<model-viewer>** for 3D model integration.
- Designed digital assets and built a website to showcase exhibition content.
- Improved accessibility and user experience for in-museum digital displays.

### Northern Commerce Inc.

London, ON

Drupal Web Developer Intern

February 2025 – April 2025

- Defined content models, roles, and permissions; ensured AODA compliance and site performance.
- Built advanced views, managed structured content, and integrated contributed modules.
- Developed custom themes and Twig templates for responsive, user-focused design.

### Orient Overseas Container Line

Hong Kong

Business Analyst

July 2023 – October 2023

- Managed daily log systems and ticket analysis to enhance operational efficiency.
- Collaborated with cross-functional teams to elicit and document user requirements.
- **Generated SQL-based reports** to meet diverse user needs.
- Provided technical training and system support in English, Cantonese, and Mandarin.
- Company Nerve Center operation. Include daily log support and analyze the Nerve Center data.
- Created manuals and other support documents for system users.
- Collaborated with users to update system information and transform requirements into actionable database modifications.
- Collaborated closely with diverse teams to ensure efficient project execution and knowledge sharing, fostering an environment of teamwork and continuous improvement.

### Wise Software Development Company Limited

Hong Kong

Junior Programmer / Application Support

September 2018 – June 2023

- Provided SaaS-based IoT support for investment banks, including **UBS**, **CIBC** and **CIMB**, managing over **500 conferences globally**.
- Resolved customer support inquiries via email and phone, ensuring quick and effective solutions for clients in different time zones.
- Analyzed and troubleshooted database and system issues, ensuring high availability and optimal performance of applications.
- Created technical documentation, training materials, and user manuals to enhance client knowledge and efficiency.
- Developed and maintained user manuals to assist clients in effectively using conference management systems.
- Assisted in provisioning accounts, and configuring system settings to track customer issues.
- Provided on-site and remote technical support during international events and conferences.
- Collaborated closely with cross-functional teams to implement solutions based on user feedback.

## EDUCATION

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### Fanshawe College

London, ON

Post-Secondary Diploma Interactive Media Design

2024 - 2025

- GPA: 4.11 — President's Honour Roll, Dean's Honour Roll every semester
- Focus: Full-stack development, UI/UX design, and interactive media
- **Received certificate from SRISHTI Foundation** for designing a commemorative website honoring Indian and Canadian soldiers as brothers in arms

### National Chi Nan University

Taiwan

Bachelor of Science (Honours) in Computer Science and Information Engineering

2014 - 2018

## SKILLS

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- Customer Support & Communication: Managing customer requests, troubleshooting, and providing training.
- Technical Support: SaaS-based IoT, database troubleshooting, ticketing systems.
- Database Experience: MySQL, Oracle – database creation, modifications, reports.
- Programming: SQL, PHP, Python, C/C++, HTML5, CSS, jQuery.
- Project Management: Agile, documentation, requirement analysis, quality control.
- Tools: Figma, Adobe XD, Wix
- Languages: English, Cantonese, Mandarin.