Calvin Chong

Enterprise Web & Automation Specialist

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I am a Digital Transformation and Web Development Specialist with a strong foundation bridging agency-side project management and enterprise automation. Previously, I led cross-functional teams to successfully deliver over 150 user-centric web design projects and streamlined operational workflows within a digital agency. Today, I apply that same focus on user experience and process optimisation to modernising internal corporate operations. By architecting low-code workflows and Agentic AI virtual assistants, I build scalable enterprise solutions that eliminate administrative friction and drive measurable ROI.

employment history

Singapore Institute of Technology

Assistant Manager , Corporate Communications (Nov 2024 - Present)

• Agentic AI & Intranet Innovation: Spearheaded the end-to-end design and development of an intelligent, Agentic AI Virtual Assistant for the Corporate Communications intranet. Utilised Microsoft Copilot Studio and SharePoint to automate information retrieval, significantly reducing manual inquiry handling and enhancing internal knowledge sharing.

• Low-Code Process Automation: Architected and deployed scalable workflows and internal solutions using Power Apps. Transformed legacy, manual operational processes (such as internal resource and procurement management workflows) into streamlined digital applications, drastically lowering processing times and mitigating operational friction.

• Internal Digital Consulting amp; Microsite Development: Act as the strategic technical partner for various institute divisions. Collaborate directly with departmental stakeholders to gather requirements, design user journeys, and develop custom microsites that align with overarching corporate branding and objectives

• Enterprise Web Governance & Modernisation: Oversee enterprise web properties, managing large-scale content systems (Drupal), data orchestration, and user experience enhancements. Manage technical procurement, vendor evaluations, and project tenders to ensure robust digital solutions align with institutional goals.

• Cross-Functional Collaboration: Partner with cross-departmental technical teams and business stakeholders to identify operational bottlenecks, driving agile methodologies to deliver high-impact digital solutions.

Pixel Mechanics Pte Ltd

Senior Project Manager (Jan 2023 - Nov 2024)

• Spearheaded end-to-end project management for website UI/UX and digital marketing initiatives, ensuring timely delivery and quality output.

• Acted as a primary point of contact for clients, understanding their requirements, and translating them into actionable project plans.

• Efficiently managed client expectations and ensuring timelines are met through communication and collaboration

• Successfully led a cross-functional team of designers, offshore/outsource teams, and interns in delivering over 150 user-centric web design projects.

• Provide advice and analyze suitable packages when the sales team receives client project inquiries. Attend sales pitch meetings to aid clients' understanding of our solutions and assist in closing deals.

• Streamlined SOPs for the production and support departments, enhancing project workflows and ensuring balance between company and client processes pre- and post-launch operations.

• Mentored and trained over 20 new colleagues, significantly reducing their onboarding time and improving their technical proficiency.

• Acted as a key problem-solver within the company, leading the resolution of complex project challenges and improving team productivity

• Provided strategic marketing and design recommendations to clients, leading to an improvement in the effectiveness of their UI/UX designs, marketing campaigns, and website functionalities.

• Fill any role within the production team to ensure the team operates smoothly when facing manpower shortage issues.

- **Project Manager** (Jun 2021 - Jan 2023)
- **Assistant Project Manager** (Jan 2021 - May 2021)
- **Senior Web UI/UX Designer** (Aug 2020 - Jan 2021)
- **Web UI/UX Designer** (Feb 2020 - Aug 2020)

Celebre Est Pte Ltd

- **Senior Marketing Specialist** (Jul 2019 - Feb 2020)

Acecom Technologies Pte Ltd

- **Creative Designer** (Apr 2018 - Jul 2019)

MCSB Systems

- **Graphic Designer/ Internship** (Apr 2017 - Jul 2017)

education

Synergy College
Penang, Malaysia

- **Diploma in Information Technology and Communication (Multimedia Design) (IT-070-4)** (2016 - 2018)
- **Certificate in Multimedia Designers - Animation & Visual (IT-060-3)** (2015 - 2016)
- **Certificate in Multimedia Artist - Animator (IT-040-2)** (2015)

SMK Tunku Abdul Rahman
Kedah, Malaysia

- **Sijil Pelajaran Malaysia - SPM** (2010-2014)

skills & tools

Project Management | Team Leadership | Client Engagement | Collaboration | Sales Support | Strategic Planning | Quality Assurance | Process Optimization | Mentorship | Adaptability | Problem-Solving | CMS Technical Proficiency | Adobe Illustrator | Adobe Photoshop | Wix | Wordpress | Sharepoint | Mailchimp | Adobe Indesign | Asana | Nifty | Cpanel | Trello | CSS / HTML / PHP | Drupal | Copilot Studio | Power Automate | Power Apps