

Allan Wong

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EXPERIENCE

Success Manager Intern(Technical)

February 2017 - May 2017

Sprinklr - San Francisco, CA

- Assisted with understanding both the technical and conceptual aspects of the software platform to further optimize brand engagement and customer experience with their customers.
- Supported product management between the Success operations team and QA team to ensure proper and efficient testing of Sprinklr's platform for 7 of Sprinklr's largest clients.
- Utilized the power of social media to strategize success with customer experience management for enterprise clients valued over 100k.
- Acted as a product specialist for platform understanding internally across different department silos.
- Ensured clients' delight/success with technical and non-technical support over chat and ticket systems.

Assistant Program Manager

June 2016 - December 2016

Wong Family Association - Oakland, CA

- Managed community events and social gatherings. Analyzed feedback data to further improvements.
- Built and maintained great business relations with other local organizations and business leaders.
- Maintained data upkeep of administrative work for staff members and overall organization.

Product Manager Intern

January 2016 – July 2016

step2rest.com Baeria Enterprises - San Diego, CA

- Pitched ideas, mockups of design layouts and business plans to the executive team. Then was responsible for overhauling the entire website's user experience, simplifying the site and thinking through user flows to further market and deploy the product at hand.
- Managed and led a small team of interns to meet product marketing deadlines and client demands.

EDUCATION

University of California, San Diego

BS in Computer Science, Minor in Business, graduated June 2016

TECHNICAL KNOWLEDGE

- OOP Languages: Java , Python
- Web: HTML/CSS, Bootstrap, Angular, Handlebars, JavaScript, JQuery,Node JS, UI/UX Design, HCI
- Relational databases, SQL, Data Structures, MongoDB, Windows, Linux/Unix, Mac OS, Git
- Sprinklr Social Media Management platform, Pendo, Customer Experience Management, ZenDesk, Excel

LEADERSHIP & MANAGEMENT

Vice President - MASA (Multi-Asian Student Association) - masa.ucsd.edu

March 2014-May 2016

- Lead the production team of one of the largest annual Hip-hop dance competition, FUSION.
- Established a mentoring program within the organization to promote professional and social growth.
- Created the first official website from scratch for the organization utilizing UCSD's domain.

Founder - Just A Moment (The Jam Project) - UCSD

April 2013 - July 2015

- Spearheaded a movement, challenging participants to making a difference through acts of kindness.
- Acquired a partnership with a consultant company (Friends & Fables) to expand community reach.