

Allan Wong

1617 Sagewood Ave. San Leandro, CA 94579 | (510) 928-0899
WongAllanW@gmail.com | allanthebenevolent.github.io

EXPERIENCE

Product Specialist(Technical Ops)

Dec 2017 - Present

Hearsay Systems - San Francisco, CA

- Established scalable operational processes for triaging issues from support to engineering.
- Created automation process for alerting key members/partners of live issues of the product to support proactive solutions rather than reactive solutions.
- Revamped the process of how data was being collected and utilized from support and Zendesk.
- Supported cross-department development between success, engineering, product, and design.
- Acted as the go-to product expert for both internal and external partners.
- Consistently nailed quarterly goals for support and deliverables with 90%+ CSTAT score and completion of assigned projects.

Success Manager Intern(Technical Ops)

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 and integration of new clients.
- Ensured clients' delight/success with technical and non-technical support over chat and ticket systems.

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, Windows, Linux/Unix, Mac OS, Git
- Sprinklr,Pendo, Customer Experience Management, ZenDesk, JIRA, Excel, Sketch, Adobe Suite, Slack API Integrations

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.

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

April 2013 - July 2016

- 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.