

# Jenny Vien

jennyvien94@gmail.com • (415) 298-9812 • <https://jennyvien.myportfolio.com/>

## PROFILE

Web developer dedicated to helping people and small businesses design and build custom, user-friendly, mobile-responsive websites. Experienced with Wordpress, Elementor, and Adobe XD. Optimistically inclined and driven to learn software and technology to get the job done.

## SKILLS & ACCOMPLISHMENTS

Web Design and Development | Responsive Design | Wordpress | Elementor | Adobe XD | Adobe Photoshop & Lightroom | Catalog Content Management | HTML/CSS/Javascript

## PROFESSIONAL EXPERIENCE

### **Web Developer & Counter Help | Fillmore Bakeshop, San Francisco, CA** **November 2019 - Present**

- Redesign and develop the bakery's website using Elementor and WordPress - launching May 2021.
- Create documentation and videos to train team on how to maintain website and update site content.
- Efficiently and accurately prepare pastries and drink orders for customers daily.
- Perform tasks necessary for optimal bakery operations, including but not limited to constructing pastry boxes, restocking supplies, cleaning counters, and janitorial duties.

### **Junior UI/UX Designer | Cut2It, Remote** **December 2019 - July 2020**

- Redesigned the people management dashboard for their video content management system.
- Performed user research and created user stories, personas and storyboards to support design process.
- Worked closely with the engineering team to iterate design based on feedback.

### **Catalog Content Coordinator | Instacart, San Francisco, CA** **October 2019 – March 2020**

- Performed quality assurance audits and resolved product inaccuracies to ensure web storefront reflected the highest standards.
- Collaborated with the CPG team to clean up product data for scheduled promotional campaigns.
- Applied categorical and tax codes information to over 4000 products using Google Sheets to improve the search and navigation experience of beverages.

### **Shift Lead | Instacart, San Francisco, CA** **March 2018 – October 2019**

- Led Instacart in-store operations at the highest volume warehouse locations in San Francisco to exceed productivity and quality metrics week over week.
- Prioritized issues and resolve problems with a sense of urgency and composure in a fast-paced environment.
- Performed contextual inquiries to identify areas of opportunities and drive process improvements.
- Analyzed data to create weekly plans to coach shoppers. Maintained coaching schedule in Google Calendar and collaborated with shoppers to develop and implement strategies to achieve metrics.

## EDUCATION

### **Udemy** **May 2020**

- User Experience Design Essentials

### **University of California, Santa Barbara** **June 2016**

- Bachelors of Science, Computer Science