







Vicky Kuo

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WEBSITES

-  <https://bit.ly/3FYDSAq>
-  github.com/vicky-playground
-  vicky-note.medium.com/
-  linkedin.com/in/vk-l/

EDUCATION

Master/ Information System and Technology
York University
Canada
Year 2022~Present

Undergraduate/ Software Engineering and Digital Innovation
Fu Jen Catholic University
Taiwan
Year 2022-2018

Undergraduate/ Statistics
National Taipei University
Taiwan
Year 2011-2015

SKILLS

- Coding Language: Python, Java, MySQL, JavaScript, HTML, CSS
- API Testing: Swagger
- Log Management: Kibana
- Prototyping: [Figma](#)
- Business Intelligence: Redash, [Tableau](#)
- Product Analytics: Amplitude
- Localization: Localise
- Project Management: Trello, Jira, Monday.com, Confluence, Asana
- CRM: Hubspot, Zendesk

EXPERIENCE

Business Relationship Manager

Swingvy, Taipei, Taiwan // 2020.12 – 2022.08

**A SaaS startup established in Singapore, offering cloud HRM system*

Served as a trusted software expert for 300+ companies. Also responsible for recruiting staff and generating performance reports to the headquarter.

- Reduced customer churn rate by 3% in 2020 by analyzing product usage
- Performed usability testing to ensure features are delivered as expected, including user-acceptance testing of new developments • Write product specs, and offer clients solutions
- Achieved CRM data migration independently in July 2021, making Taiwan the fastest country to complete this project among Singapore and Malaysia

Key Account Manager

AsiaYo, Taipei, Taiwan // 2020.02 – 2020.11

**A leading vacation rental platform that connects independent travelers in Asia*

Project owner of GOV travel subsidy. Managed hotel partners in Taiwan (>100) through data analysis and strategic planning and was accountable for 30% of the regional total revenue.

- Increased 569% in 2020 year-to-year revenue
- Engaged with partners and identified key performance drivers (dynamic promotion, packages, fenced deals, mobile) to maximize customer conversion opportunities.
- Trained 6 new employees to supervise supplier relationships, budget, and deliverables

Business Developer

AsiaYo, Taipei, Taiwan // 2018.03 – 2020.02

Responsible for 1200+ hotels' API integration and business development in the Taiwan market

- Achieved +45.9% growth in 2019 year-to-year revenue; +105.1% growth in booking rate the same year
- Constructed an API monitoring and troubleshooting workflow including identifying log anomalies
- Analyzed lodging industry trends before acquisition