

# Annie Wu

[anniew.xyz](http://anniew.xyz)

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## EDUCATION

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### California State Polytechnic University, Pomona

May 2020

*Bachelor of Science in Computer Science*

3.3/4.0

- **Achievements** – President's List, Dean's List
- **Relevant Coursework** – Object-Oriented Programming and Analysis, Software Engineering, Computer Architecture, Graphical User Interface, Data Structures, Design and Analysis of Algorithms

## EXPERIENCE

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### Client Support Specialist

Sept 2021 – Present

*Popmenu*

*El Monte, CA*

- Establish trust and confidence in B2B relationships with restaurateurs by delivering a consultative approach to help them achieve ROI and best practices on their restaurant website through SEO, online ordering, food delivery integrations, contactless menus, and automated marketing using our cloud-based platform.
- Consistently maintain at least 90% customer satisfaction rates and received a 96% score average in Q4 2021.
- Develop a strong knowledge of current and emerging SaaS solutions and third-party partners and integrations.
- Provide knowledgeable technical support and root cause analysis and collaborate with team members and clients as required to resolve requests/issues in a timely manner and ensure the proper documentation, notification, escalation, tracking, and follow-up of all incidents.

### Technical Support Consultant

Jan 2018 – Present

*Self-Employed*

*El Monte, CA*

- Efficiently self-research and walk non-tech-savvy individuals through the troubleshooting process to provide in-depth technical support for software, hardware, and network-related issues by phone, chat, and in person.
- Assemble, upgrade, and repair custom PCs, install and repair Windows OS, configure BIOS and UEFI.
- Consult on home and office technology purchases to best serve clients' needs and budgets.

### Insurance Assistant

April 2019 – April 2020

*Smart Financial & Insurance Services*

*Rosemead, CA*

- Responded efficiently to internal and external requests for information and prepared documents, policy information, and relevant files for additional handling by associates.
- Oversaw incoming calls, assisted customers with inquiries, and passed messages to appropriate personnel.
- Assisted associates with supporting paperwork, digital and hard copy filing, and data entry as required.

## PERSONAL PROJECTS

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### [anniew.xyz](http://anniew.xyz) | HTML, CSS, JavaScript

Mar 2021

- Designed, developed, and deployed my personal website, a developer and photographer portfolio.
- Showcases UI design and social media bot projects as well as some of my best photos taken over the years.

### [Instagram Like & Comment Bot](#) | Python, Selenium

Aug 2020

- Increase users' Instagram interactions by 20% through developing a script to automate logging in, going through posts in hashtag(s), and liking/commenting on them based on a customizable set of criteria.

## SKILLS

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- **Technical** – Windows, Android, iOS, PC Hardware, Troubleshooting, Manual Testing, Technical Support
- **Languages** – Java, Python, HTML, CSS, JavaScript
- **Professional** – Fluent Chinese (Cantonese)