**Chieh “Jack” Chen**

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**Education**:­

*University of Houston*

* BA in Corporate Communications with minor in Global Business *May 2013*
* MS in Computer Science­­ *Expected Graduation December 2017­*

**Software and Related Skills***:* HTML, CSS, C++, C#, MS Office, Sharepoint, Cygwin, Visio and Visual Studio, Adobe Acrobat, Illustrator, InDesign, Bridge, and Photoshop. Google Analytics, Wordpress

**Spoken Languages***:* Chinese (fluent, spoken and written), Japanese (JLPT N2 Certified)

**Work Experience:**

**The Lab Consulting***Consulting Analyst September 2013 - present*

* Key player in the overhaul of the OpsDog.com web site (June, 2015).
* Brainstormed with team of 5 to determine content and establish goals and direction to create one of a kind product. Utilized Google Analytics, Keyword Management and Twitter to increase website traffic by over 300 percent over a 3 month period.
* Performed data collection and analysis to create meaningful data repository. Researched and reviewed previously generated company deliverables and created generic versions suitable for distribution on the web site.
* Designed and produced advertising graphics using Illustrator, InDesign and Photoshop.
* Managed website content, published new articles and edited web pages.
* Managed data warehouse of all archived documents so that relevant documentation can be easily retrieved by end users. Classified over 5000 documents with related search tags and other document related categories.
* Reviewed employee expense reports and prepared summary reports for internal audit. Identified discrepancies, inconsistencies and inappropriate expenses within the scope of the audit.
* Performed data collection, analysis and data entry for benchmarking purposes and to summarize ten years of client proposals. Identified overall trends comparisons. Generated reports with marketable information such as trends, success ratios and overall gained revenue.
* Operated, repaired and maintained office equipment, including HP T1200 and HP T1300 plotters, Xerox Color Cube, spiral binding machine, laminators, photocopiers, batch printers, extra large scanners (up to 30 feet wide) to generate marketing collateral, including brochures, posters, flyers and calendars.
* Eliminated down time by making the repairs to the machines myself. Wrote instruction manuals for all employees and conducted training classes for all employees in how to properly use the equipment. Resolved employee computer hardware and software issues.

**The Lab Consulting***Marketing Intern February 2012 – August 2013*

* Managed and prepared marketing materials for Fortune 500 clients.
* Attended regular marketing meetings
* Maintained master schedule for production and distribution of marketing materials for all clients, as well as shipping information for deliverables with contingencies.
* Tracked flow of documentation to ensure smooth workflow and reported any issues to appropriate parties on a daily basis.

**Organizations:**

* Personal Assistant to Professor Helen Nakamoto and David Nakamato, University of Houston Japanese Professors
* Member, Japan America Society of Houston
* Member, Japanese Culture and Language Club at the University of Houston
* Member, University of Houston Cougar CS
* University of Houston Student Video Network Production Assistant for “The Pineapple Show" (2012)

**Interests:**

Advertising, Cooking, Culture, Computers, Drawing, Languages, Classical Music, Photography, Graphics Production, Technology, Travel