

In-Jun Chon

Product Manager

978-201-2036 • injunchon@gmail.com • Boston, MA

<https://github.com/NotARealDoctOr> • www.linkedin.com/in/injunchon/

Summary

Trilingual Full-Stack Software Developer with a proven record of achieving top performance rankings. Graduated with a 4.0 GPA from two coding bootcamps

With nine years of comprehensive experience, I excel in cross-functional collaboration, strategic initiative development, and driving long-term innovation and growth. My purposeful approach fosters impactful and trusted relationships with clients, teams, and senior leadership. I am committed to delivering innovative solutions in highly competitive and diverse business markets. I bring exceptional communication and analytical skills, a fast learning curve, and the adaptability to stay ahead of evolving industry trends

Skills

JavaScript - HTML - CSS - SQL
Python - ML - AI - Data
Visualization - Creativity
Structured Problem Solving

Achievements

Ranked #3 out of 325
#1 mobile sales performer
Ranked top 1% in the Nation
44/50 NPS (9/10 or 10/10)
Only hire without a Master's degree

Languages

Korean - English – Spanish

Certificates

Full-Stack Software Developer Coding Bootcamp (GPA 4.0 | 1080 hours)

JS, HTML, CSS, Web Forms, Vue, Bootstrap, SQL, Python, Django, WordPress

Responsive Web Design Developer (300 hours)

HTML, CSS, Forms, Typography, Accessibility, Technical Documentation

Front-End Software Developer Coding Bootcamp (GPA 4.0 | 360 hours)

DevTools, Debugging, Unit Tests, JS, ReactJS, HTML, CSS, Bootstrap, DOM, jQuery, AJAX, Webpack, JSX, REST, Fetch, Functional Components, Redux, AWS

Experience

ed2go | Cengage Group (via North Shore Community College) 3/24-Present Full-Stack Software Developer

- Built front-end of a website + developed Math Facts game (JS, HTML, & CSS)
- Modified website (Bootstrap) + developed Anagram Hunt game (Vue.js)
- Implemented Python versions of both games that can be played from the console

Scale AI 12/23-Present AI Trainer

- Help accelerate the development of AI applications (LLMs and generative models) through RLHF, data generation, model evaluation, safety, and alignment

freeCodeCamp.org 1/24-3/24 Responsive Web Design Developer

- Built a photo app, penguin, quiz site, & responsive webpages (HTML & CSS)
- Projects: survey form, tribute page, technical doc page, product landing page, & personal portfolio webpage

Promineo Tech (via Quinsigamond Community College) 2023-2023 Front-End Software Developer

- Developed a responsive web application (JS, HTML, & CSS)
- Utilized React.js to enhance the UI and improve UX

American Express 2020-2022 Senior Quality Assurance

- #3 out of 325 employees (KPIs): increased market share with targeted [B2B + B2C] consultative selling & decision-maker engagement
- 93% conversion & renewed 10K+ businesses: optimized top priority market by defining e-commerce solutions, identifying GTM, & prioritizing the right customers-distributed real-time data & analysis for predictable ROI
- Combined [CRM, GIS, analytics, & customer data]: identified high-value opportunities, addressed critical market challenges, & accelerated revenue to generate insights and decisions from large [qualitative + quantitative] data sets
- Developed, tested, & deployed [GIS mapping + SaaS]: localized user-facing mobile products, provided end-to-end CX integration, & immersive & intuitive UX + UI

In-Jun Chon

Product Manager

978-201-2036 • injunchon@gmail.com • Boston, MA

<https://github.com/NotARealDoctOr> • www.linkedin.com/in/injunchon/

Quality Assurance

2019-2020

- Drove a 176% increase in contactless payment method integrations for small-to-midsize businesses during COVID-19: strategically adapted to operational challenges, prioritized product roadmap, & launched marketing campaigns in a high-velocity environment
- Created proprietary location-based data [customer preferences + buying behavior], methods, & fostered relationships [teams & stakeholders] to launch new products and enter new markets in 30-90 days
- Provided scalability: defined actionable plans & roadmaps to either assess a limited initiative or quickly implement an enterprise-wide program across multiple verticals and markets
- Trained new employees to conceptualize how to turn ambiguous topics into compelling narratives, break down complex business challenges, & identify pain points

Xfinity

2019-2019

Account Executive

- #1 mobile and IoT sales, consecutively surpassed quotas {1st month achieved 190%}
- Aligned business visions with the UX of products: translated technical jargon, specified user stories, & educated on how to maximize consumption, leading to greater brand loyalty
- Ensured high standards: led by example, aligned interactions toward building trust, education, & solutions

Wireless Advocates

2018-2018

General Manager

- Exceeded ROI by 135% by creating incentives, cost-benefit & requirements analysis
- Refined culture: established a beneficial team dynamic, accountability, & gamified KPIs
- Mentored inexperienced staff: built engagement, ownership, & assigned key deliverables

Associate Project Manager

2017-2017

Google (via Appen)

- Designed a new ML / AI product, researched, & developed international markets
- Reported to a Senior PM, cross-functional gatekeeping projects, 1300 contractors
- Enhanced eCommerce: leveraged 180 languages & access to a global crowd of 1 million+
- Redefined data analytic techniques: iterated, innovated visualizations, & translated data
- On-boarded, troubleshoot, QC, UX UI, & any ad hoc requests

Verizon Wireless

2014-2017

Solutions Specialist

- Top 1% in the Nation with {97.5% conversion rate}
- 44/50 Net Promoter Scores {NPS} = 9/10 or 10/10
- Co-managed team's NPS {+62%}, Conversion {1st place}, & Strategic Growth {3rd place}

McLean Hospital Harvard Medical School Affiliate

2012-2014

Supervisor

- Community Residence Counselor

University of Massachusetts, Amherst

2011-2012

Research Assistantship(x2)

- Experimental design, subconscious bias, research methods, & behavioral statistics