Wilson Huang

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Skills

JavaScript, Python3, Flask, Express.js, React.js, Redux, HTML5, CSS3, SQL, Redshift, postgreSQL, Heroku, Docker, JIRA

Experience

Senior Player Experience Specialist | August 2015 - September 2020 (5 yrs 2 mos)
Pocket Gems, Inc.

- Self-taught in Python and SQL for use with the Zendesk Support API in order to reduce time spent calculating contractor costs from days to seconds when full engineering resources were unavailable.
- Mentored and trained team members on the use of Redshift SQL database queries to optimize the support process, investigate game logging anomalies, and resolve high impact game issues.
- Leveraged ZenDesk Explore by aggregating data and visualizing it in dashboards in order to identify areas of improvement and opportunity in our support platform, such as reducing SLAs and increasing resolution rates.
- Communicated across engineering, product, UX and game design teams, leveraging JIRA agile boards to track priority of bugs and game balance concerns to produce positive movement on metrics.
- Created documentation for backend tools and workflows that were adopted with the Player Experience team.

Projects

Potato Exchange   live site | github
JavaScript, Python, React.js, Redux, Flask, Socket.IO, SLQAlchemy, postgreSQL, HTML, CSS, Heroku
Potato Exchange is a platform for users to be able to host small, personal meet-and-greets with guests.

- Leverages Socket.IO's network polling technology to enable users in meetings to chat with each other in real-time, while also saving those messages to a postgreSQL database to load chat history on return.
- Ensures dynamic meeting updates for all connected users through integration of websockets.
- Constructed reusable custom React components to maintain a consistent UI/UX and appealing site design.
- Developed complex logic structures on the React frontend in order to provide intuitive controls for the user.

Catsy   live site | github
JavaScript, Python, React.js, Redux, Flask, SLQAlchemy, postgreSQL, HTML, CSS, Petfinder API, Heroku
Catsy is a cat adoption app styled after a combination of Etsy and Petfinder.

- Developed a Python script to invoke the Petfinder API alongside the lorem-text library to populate the database with plentiful seed data and a believable app experience.
- Mentored teammates in the mechanics of the React / Redux state lifecycle in order to reduce operational friction and ensure an on-time production schedule.
- Leveraged Agile project management experience to guide the team's task prioritization in order to compensate for the 25% loss of productivity from the departure of a teammate.

Linkshell   live site | github
JavaScript, Express.js, React.js, Redux, Sequelize, postgreSQL, HTML, CSS, react-calendar, Heroku
Linkshell is a Meetup clone for players of the popular MMORPG Final Fantasy: XIV to form groups and host activities.

- Combines Redux's state management alongside CSS animations for a fast, responsive, and enjoyable app.

Education

App Academy | Spring 2021 | San Francisco, CA
        Immersive 1000+hour full-stack web development course with <5% acceptance rate.
University of California, Berkeley | Spring 2015 | Berkeley, CA
        College of Letters and Science, BA of Integrative Biology