

Annika Qiao

Mobile: +1 (805) 869-9672 | Email: shyan.qiao@gmail.com

EDUCATION BACKGROUND

University of California, Santa Barbara, Master of **Technology Management** (GPA: 3.7) 2022 - 2023

Core Courses: Data science, Agile software development, Technology-based operations, Finance

Awarded university merit-based scholarships

Eötvös Loránd University, Bachelor of **Computer Science**(Upper Second-Class Honors) 2018 - 2022

Core Courses: Algorithms and Data Structure, Compilers, Databases, Machine learning, Distributed Systems

WORKING EXPERIENCE

American Home Textile

Software Engineer

New York City, NY

Jun 2024 - Present

Develop a scalable, data-driven, vendor-independent CRM platform using **Java, Vue, Element UI**, and **Redis**, enhancing customer data management and marketing automation efficiency.

- Developed data visualization capabilities, effectively communicating technical concepts to non-technical stakeholders to support data-driven decision-making, generating insightful charts across sales, marketing, and service dimensions, utilizing dashboards to present key metrics and support data-driven decision-making through predictive analysis.
- Designed customizable workflows with modular extensions, implementing multi-tiered approval permissions to ensure robust data security and streamline operations. Established automated reminders for customer follow-ups, enhancing communication, record-keeping, and task management efficiency

Airclub Software

Full Stack Developer Intern

San Francisco, CA

Sep 2023 - Feb 2024

Spearheaded the development of a part of the membership application, overseeing both front-end and back-end functionality. This resulted in a more intuitive user experience and a 20% increase in user retention, achieved through conducting usability testing to improve the user interface.

- Applying user behavior analysis to enhance user experience. Collaborated closely with the visual design team using Figma to ensure a smooth and consistent UI/UX.
- Developed and maintained an integrated software platform using TypeScript, React, Node.js, GraphQL, and Tailwind CSS, ensuring the platform met customer requirements and was delivered on time.
- Refactored large components into smaller, reusable modules to improve maintainability and reduce rendering overhead by 15%, while ensuring cross-browser compatibility through progressive enhancement and graceful degradation techniques to enhance accessibility.

PROJECT EXPERIENCES

Mingshan Think Tank

Optimized ESG assessment API performance, resulting in a 25% reduction in processing time and improving real-time analysis accuracy, enhancing overall user experience.

- Collaborated with professors from leading Chinese universities to integrate advanced ESG (Environmental, Social, Governance) analysis algorithms using C# and ASP.NET Core, ensuring real-time reporting and customizable analysis for diverse user needs.
- Developed and implemented WebSocket communication using SignalR, which improved system responsiveness by 30%, providing real-time AI-generated insights and facilitating faster data exchange.

Women's Economic Ventures

Formed a deep collaboration with a third-party white-label platform to design a full-stack solution for UCSB and non-profit field project.

- Conducted comprehensive data analysis on over 18,000 potential client companies, identifying trends and proposing new financing models, leading to a 40% increase in fund recovery rates and improving the accuracy of client targeting.
- Developed interactive operational reports and dashboards in Tableau, incorporating advanced data visualization techniques to enhance usability and provide actionable insights for project stakeholders.
- Led the integration of front-end and back-end systems, including cloud storage services, to establish a scalable, white-label management solution, significantly improving project data accessibility and operational control.

SKILLS & AWARDS

- Programming Languages:** HTML/CSS, JavaScript, TypeScript, JAVA, Python, ADA, C#
- Frameworks and Libraries:** React, Node.js, Tailwind CSS, Material UI, Jest, GraphQL, ESLint, Next.js
- Tools and Platforms:** Yarn, Figma, Docker, MongoDB, Koha, Git, Saas