Jia Peng Zhen (Alex)

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EDUCATION

City College of New York   **New York, NY**
Bachelor of Science in Computer Science   *12/2020*
- ***Certificated***: Facebook/CodePath.org Cybersecurity Certify of Completion.
- ***Relevant Courses***: Data Structure, Algorithms, Database System, Machine Learning, Website Design.

WORK EXPERIENCE

Apple Inc.   **New York, NY**
Web application developer – Career experience   *06/2021 – 11/2021*
- Collaborated with a senior engineer to develop an internal Angular application that extracts data from thousands of projects and examines specific data points to get higher level insights into how projects are configured.
- Created an end-to-end automated reporting pipeline that measures the quality of projects across the organization. It will be used by thousands of internal employees to improve the quality of software, releases, and reduce the potential for leaks.
- Implemented an API in the end-to-end automated reporting pipeline to read data from 1880 components to help identify areas of focus improving access control across the organization.
- Presented the team's project architecture at a high level in a "Spotlight On" event for more than 40 people to spread awareness about the team's insight and goals in the organization. This presentation was recorded as part of an Apple internal livestream.

Order Support   *10/2020 – 06/2021*
- Assisted the first Apple online store opening in India, supporting thousands of customers' online orders with proficiency, and achieving a 100% resolution rate.
- Collaborated with team members to reconcile discrepancies and became an expert at assisting and guiding new members of the team to adjust to remote work.

Specialist   *05/2019 – present*
- Uncovered customers' needs and provided them with enlightening solutions, resulting in high customer satisfaction on NPS score.
- Gained knowledge of Apple store workflow by assisting multiple departments of the store within the first year of joining the company.

PROJECTS

Treehouse – Component Insights   *06/2021 – 11/2021*
Career experience: Reporting pipeline & Angular application
- An end-to-end reporting pipeline and user interface that examines a component tree and correlates multiple sources of data. The results are stored in a Postgres database and are displayed on the user interface.
- Processes more than 1880 components and checks for more than 20 data points.
- Connects all the data into one place providing a higher-level understanding of component insights to reduce the potential for leaks and improve the quality of releases.
- Built with **Angular, Typescript, HTML, CSS, Node.js, and Jest**

Personal Website   *01/2021 – 03/2021*
Personal Portfolio - https://alexjpzhen.com
- A personal website that displays contact information along with personal projects and resume.
- The website contains direct links to all personal social media and projects with GitHub repositories.
- Built with **React, JavaScript, HTML, and CSS**

Split-It   *09/2020 – 12/2020*
Bill spitting web app - https://app-split-it.herokuapp.com
- A full-stack web application that allows users to split money using Tesseract OCR API.
- Users can split bills by utilizing Tesseract OCR API or by manual input. The app implements an user account registration and login system and allows users to send and receive in-app currency.
- Used Google Maps API to enable users to share location.
- Built with **React, Node.js, Materialize, Axios, CSS, Sequelize, PostgreSQL, and Heroku**

SKILLS & INTERESTS

Language: English, Spanish, Cantonese, Mandarin
Programing Languages/Technology: Python, HTML, CSS, JavaScript, TypeScript, C++, React, PostgreSQL, *GitHub*
Interests: play competitive Volleyball