

## ALICIA CHANG

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### WORK EXPERIENCE

Molina Healthcare, Inc  
Quality Assurance Analyst

Long Beach CA, Remote  
2025.03-Present

- Audit and coach contact-center agents using Salesforce and Genesys Cloud to ensure accurate, empathetic bilingual (Korean/English) support and compliance with enterprise standards.
- Lead DMAIC quality-improvement projects and participate in QA calibration sessions to align performance standards, identify process gaps, and drive data-based service enhancements.

X-Treme Home Care, Inc

Bayside, NY

HR / CSR

2024.06 - 2025.03

- Delivered bilingual HR and customer service support to Korean caregivers and clients, resolving onboarding, payroll, and system-access issues with clarity and cultural sensitivity.
- Collaborated with HR and Operations teams to streamline employee onboarding workflows and documentation processes.

StarGroup International LLC dba Space FM  
UI UX Developer

Rosemead, CA  
2023.10 - 2025.01

- Created user-friendly digital interfaces and collaborated cross-functionally with developers and designers in Figma to optimize usability and visual consistency.

Princeton Gallery  
Receptionist

Princeton, NJ  
2017-2021

- Managed front-desk operations, coordinated appointments, and ensured a professional first impression for clients and visitors.

### TOP PROJECTS

Portfolio : Samsung Electro-Mechanics | Davich | Netflix-Korea | CJ\_ONE

### SKILLS

- LANGUAGES: HTML5, CSS3, JavaScript, TypeScript
- LIBRARIES AND FRAMEWORKS: React, Angular, Vue.js, jQuery
- STRONG PROBLEM-SOLVING AND COMMUNICATION SKILLS
- ABILITY WORK INDEPENDENTLY AND IN TEAM SETTING

### EDUCATION

City College of New York - Psychology

Sept 2025 - Current

Ezen Academy & Meta - [Meta Front-End Developer Professional Certificate](#)

Oct 2022 - June 2023

The College of New Jersey - Business Administration and Management, General

Aug 2021 - Oct 2022

West Windsor Plainsboro High School South - High school diploma

Sept 2017 - June 2021