

ALVIN QUACH

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EDUCATION

University of California, Davis

BS Managerial Economics

2011 - 2014

Juno College of Technology

Certificate Web Development Web Immersive Bootcamp

Oct 2021 - Dec 2021

EXPERIENCE

Sparton Corporation

Program Management Coordinator

Milpitas, CA

Feb 2020 - Sep 2021

- Streamlined a new process to ensure fluidity and management of customer quotes
- Established communication processes with assigned accounts to maintain customer satisfaction when addressing complaints, corrective actions, concerns, and product returns
- Collaborated cross functionally between departments to ensure customer documentation is obtained and distributed per established procedures

Ellie Mae

Community Manager - Contract

Pleasanton, CA

Feb 2018 - Jul 2018

- Assisted in structuring a templated Regional User Group RSVP and communication process
- Documented the process of developing strategy for prospective employees; streamlined processes for increased effectiveness
- Refined and improved advocacy platform for ease of use to ensure the best user experience

Tintri

Community Manager - Contract

Mountain View, CA

Apr 2016 - Dec 2017

- Crafted communications that grew customer community from 750 to 1,200 customers
- Defined and designed gamified challenges that increased user engagement 50% YoY
- Established global customer reference program, bringing in new customers and over \$9 million in revenue

SKILLS

HTML5:

CSS3:

Sass:

TailwindCSS:

MaterialUI:

JavaScript:

TypeScript:

React:

NextJS:

RESTful APIs:

GraphQL:

Firebase:

Web Accessibility:

Responsive Design:

PROJECTS

Tip The Ball Up *TypeScript, React, NextJS, GraphQL, DaisyUI*

<https://tiptheballup.netlify.app/>

An interactive website that allows the user to keep up with their favorite teams and players from this current season. The user is able to access the player's profile, stats, and season averages as well as keep up with the latest games.

Brewmate *TypeScript, React, GraphQL, MaterialUI*

<https://brewmate.netlify.app/>

An interactive website that allows the user to search for a beer to return a few recommended food pairings. The user can also click on the image of the beer and a modal is used to provide more details on the beer.

Not So Trivial Pursuit *HTML5, CSS, JavaScript, React, Firebase*

<https://notsotrivialpursuit.netlify.app/>

An interactive website that allows players to choose from a range of options for a fun trivia game featuring animation and sounds. Uses an API to call on to obtain trivia. Firebase is used to store the user's information allowing them to save and continue the game from the last save point.