

# AMELIA YAP

## TECHNICAL ACCOUNT MANAGER

### CONTACT

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🌐 [www.yapamelia.com](http://www.yapamelia.com)

### EDUCATION

B.A. Computer Science

University of British Columbia

2012 - 2017

### SKILLS

Databases (SAP Hana)

Web Development (HTML, CSS, JavaScript)

Data Analytics (Tableau)

Post and Pre-sales support

Customer Success

Technical Consulting

CRM Software (Salesforce & SAP)

Client onboarding

Technical Support

### PROFILE

Experienced Technical Account Manager with 6+ years in customer success, technical support, and enterprise sales collaboration. Skilled in translating technical requirements into tailored solutions, building proofs of concept, and optimizing performance while fostering strong client relationships.

### WORK EXPERIENCE

#### Project Work & Volunteering

Aug 2023 - Present

- Co-created **napyaptravels.com**, publishing articles on travel, culture, and personal growth, while enhancing content creation and website management skills.
- Launched **withlevels.news**, a graded reader site for English learners in Taiwan, contributing to marketing, content creation, and creative strategy.
- Taught English in Spain and Taiwan, developing teaching, leadership, and cross-cultural communication skills.
- Traveled globally, enhancing adaptability, problem-solving, and cultural awareness.

#### Salesforce (Tableau)

Vancouver, BC

Permanent Full-Time - 4 yrs 1 mo

**Strategic Technical Account Manager**, Aug 2021 - Aug 2023

**Technical Account Manager**, Aug 2019 - Aug 2021

- Provided focused support for strategic accounts with >\$1M ARR
- Served as a Technical Trusted Advisor for 6-10 enterprise accounts, driving 100% customer retention through strategic guidance and support.
- Conducted bi-annual Tableau environment assessments, leveraging data analysis to improve system performance by over 20%.
- Conducted product demos, increasing adoption by 15%, and supported Tableau Centre of Excellence development.
- Reduced support cases by 30% and identified upsell opportunities, boosting renewals by 15%.
- Prioritized features, planned roadmaps, and mitigated bugs, increasing satisfaction by 30%.
- Advised on cloud migrations, scalability, and disaster recovery, significantly reducing risks.
- Mentored new hires, cutting ramp-up time by 20%.

#### SAP

Vancouver, BC

Permanent Full-Time - 2 yrs 3 mos

**Support Engineer - HANA**, Mar 2019 - Aug 2019

- Led Knowledge Transfer sessions on HANA database architecture, enhancing team expertise.
- Reworked new hire training for HANA Support, reducing ramp-up time by 20% and strengthening product knowledge.
- Served as Hiring Lead for intern recruitment, setting high interview standards and training new interviewers.
- Mentored 7 interns, guiding incident resolution and serving as a primary resource.

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CRM Software (Salesforce & SAP)

Relationship Building

Data Analytics (Tableau)

Salesforce Trailblazer

**Associate Support Engineer - HANA**, Jun 2017 - Mar 2019

- Resolved HANA database issues in high availability, disaster recovery, authentication, performance, and upgrades, meeting SLAs and maintaining 90% CSAT.
- Supported enterprise HANA deployments across on-premise, SAP HANA Cloud, AWS, and Azure environments.
- Authored and updated HANA Knowledge Base Articles, improving customer self-service resources.

**The University of British Columbia**



**Vancouver, BC**

Part-time - 4 mos

**Undergraduate Teaching Assistant**, Jan 2017 - Apr 2017

- Taught computational thinking fundamentals to 130 students in an introductory Computer Science course.
- Supported professors and facilitated weekly labs, creating methods to enhance student comprehension.
- Conducted weekly office hours, providing individual guidance to reinforce key concepts.

**EnerNOC** 

**Vancouver, BC**

Internship - 4 mos

**Software Developer in Test Intern**, May 2016 - Aug 2016

- Developed test automation scripts in Selenium-Python, improving efficiency in testing processes.
- Conducted functional testing on customer-facing energy utility software, ensuring reliability.
- Collaborated in iteration planning, testing, and release deployment for seamless product launches.