Anthony Huang

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Skills & Certificates

- Python (Basic) Certificate 2023
- **Software**: Java, Python, Microsoft Office Suite

Work Experience

COSTCO   **Brooklyn, NY**
Front End Assistant   *Jun 2021 – Apr 2022*
- Consistently provided exemplary customer service by proactively assisting an average of 10 members hourly, promptly resolving 90% of their inquiries and concerns, resulting in a 20% increase in member satisfaction scores
- Strategically drove ten member upgrades per hour, leading to a substantial 25% revenue increase for the company as customers transitioned to premium memberships
- Established strong customer connections through effective communication, consistently showcasing a friendly and inviting attitude resulting in a 95% customer satisfaction rate and increased repeat business

Amazon   **Staten Island, NY**
Amazon Fulfillment Center Warehouse Associate   *Jul 2020 – Aug 2020*
- Efficiently managed and stored incoming inventory, executing a 40% increase in demand by fulfilling 100 additional orders per hour, and utilizing advanced scanning technology for efficient product tracking
- Skillfully followed screen prompts and efficiently completed assigned tasks, consistently achieving an impressive average takt time of 13 seconds during the inventory management process, ensuring the seamless and uninterrupted operation of systems and processes
- Ensure product quality by conducting inspections, verifying compliance, and consistently following company policies to meet customer expectations and maintain high satisfaction levels.

Education

Year Up [NY/NJ – Wall St]   **New York, NY**
Software Development Trainee   *Sept 2023 – Present*
- Year Up is a leading one-year career development program that includes college-level courses, professional training, and a six-month internship
- Accrue 200+ hours of hands-on training in Back-End and Front-End Development and Database
- Earning the equivalent of 31 college credit recommendations through the American Council on Education (ACE CREDIT); Recognized fully by over 2000 colleges/universities nationwide
- Relevant courses include: Intro to Java, Intro to Python, Intro to Computer Apps, Business Communications

Brooklyn College   **Brooklyn, NY**
Bachelors in Science for Computer Science   *Aug 2020 – Present*

Volunteer Experience

Verizon   **New York, NY**
Interpreter   *Sept 2023*
- Collaborated with my supervisor to help educate individuals on effective online security measures, raising awareness about cybersecurity threats such as scams, identity theft, and fraud.

Home Sweet Home Tutoring   **Brooklyn, NY**
Teacher Assistant   *Jun 2019 – Aug 2019*
- Provided support in managing classroom logistics and organization, ensuring a smooth learning experience for both the teacher and students, and offering additional assistance to students with specific learning needs