

ANGELA LEE

Frontend Developer

React

Bootstrap

Vite

ES6

Taiwan

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ABOUT ME

I'm a frontend developer specializing in **React and Bootstrap**. With a background in customer service and project management, I bring strong **cross-team communication** skills and focus on solutions that prioritize **user experience**.

EDUCATION

National Chiao Tung University

2014 - 2019

Bachelor of English Literature,
Minor in Management Science

LANGUAGE

- English
(TOFEL100 / TOEIC950)
- Mandarin (Native)

WORK EXPERIENCE

CuboAi

Customer Success Team Lead

Jun, 2022 - Jun. 2023

- As the team expanded 5x and 3 major product released, led 5 projects to streamline operations, including a Training Program, Knowledge Base, and Help Center revamp.
- Designed 60+ workflows and released SOPs to standardize processes.

Customer Success Specialist

Dec, 2019 - May. 2022

- Achieved a 96% first-resolution rate (team avg. 80%), resolving software/hardware issues with 90%+ CSAT, proven strong logical problem-solving and root cause analysis skills.
- Maintained 600+ troubleshooting templates, collaborated with R&D/Product teams to refine troubleshooting steps.

Mithril Technology

Customer Success Intern

Nov. 2018 - Aug. 2019

- Monitored global crypto investor discussions, analyzed tech trends, and enhanced brand engagement and trust.

EXPERTISE / SKILLS

React, CRA

- State management (useState, useContext, useEffect),
- Component splitting, custom hooks
- React Router

Git, Vite

- Basic version control and bundler.
- Modular development with ESM module.

Bootstrap, SCSS

- Responsive design with Bootstrap Grid System,
- Bootstrap customization
- Bootstrap JS and components

JavaScript ES6+

- Scope, hoisting, and object concepts
- Asynchronous concepts, including Promises and async/await

FRONTEND PROJECTS

React + BS5 E-commerce

- Integrated 20+ APIs (CRUD)
- Built 10+ reusable components/hooks
- React Router for routing
- Integrated Swiper, CKEditor, React Hook Form

Portfolio Website

- React + Vite
- Light / Dark mode toggle
- Multi-language support (React i18n)