

ANGELA LEE

React

Bootstrap

Vite

ES6

Taipei, 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.

EXPERTISE / SKILLS

• Frontend Development:

React.js

Bootstrap, Sass

Git, CRA, Vite

Responsive Design

HTML5, CSS3, JavaScript

(ES6+)

• Soft Skill:

Problem-Solving

User-Centric Thinking

Cross-Team Collaboration

EDUCATION

National Chiao Tung University

2014 - 2019

Bachelor of English Literature,
Minor in Management Science

LANGUAGE

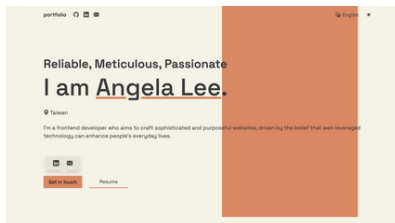
• English

(TOFEL100 / TOEIC950)

• Mandarin (Native)

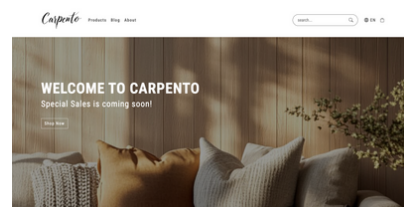
WEB PROJECTS

Portfolio



<https://angela-tylee.github.io/portfolio/>

Furniture E-commerce



<https://angela-tylee.github.io/carpento/>

WORK EXPERIENCE

CuboAi

Dec, 2019 - Jun, 2023

Customer Success Team Lead

- As the team expanded 5x and 3 major product released, led initiatives of 5 projects that scaffold and optimize workflow, including comprehensive Training Program, Internal Knowledge Base, and Customer Help Center re-structured.
- Architected 60 key operational workflows and released the first comprehensive SOPs, ensuring process standardization and service quality.
- Developed agent self-help tools for warranty, shipping, and subscription calculations, improving service accuracy, and reducing operation error rate.

Customer Success Specialist

- Achieved a 96% first-level resolution rate (team average of 80%), the highest in the team, while maintaining a CSAT above 90%, proven strong logical problem-solving and root cause analysis skills.
- Maintained a library of 629 troubleshooting templates, built 447 response templates, and clear logical troubleshooting steps designed to improve response accuracy and speed.
- Delivered structured product knowledge and operation flow training for the Philippines support team.

Mithril Technology

Nov. 2018 - Aug. 2019

Customer Success Intern

- Monitored global investor community, analyzed discussions, and identified key trend, enabling proactive responses that improved engagement and trust to the brand.