ANGELA LEE
Frontend Developer `React` `Bootstrap` `Vite` `ES6` 📍 Taiwan

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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

React 16.8+
- Familiar with state management, Hooks (useState, useContext, useRef, useEffect)
- Component splitting, Custom hooks
- Handle routes with React Router

Bootstrap 5, CSS, SCSS
- Familiar with CSS & SCSS
- Responsive design with CSS, Bootstrap Grid
- Bootstrap theme customization, Bootstrap JS and components.

JavaScript ES6+
- Scope, hoisting, and prototype concepts
- Asynchronous concepts to work with APIs

Git, Vite
- Basic git version control and bundler.
- Modular development with ESModule.

FRONTEND PROJECTS

React + BS5 E-commerce 🔗
- Integrated 20+ APIs, implemented CRUD
- Built 10+ reusable components/ hooks
- Integrated React Router, Swiper, CKEditor, React Hook Form

Portfolio Website 🔗
- React + Vite
- Support Light / Dark mode
- Integrated i18n for multi-language support

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
- Led 5 projects to streamline operations, including a Training Program, Knowledge Base, and Help Center revamp as the team released 3 major product and expanded 5x.
- Released the company's first SOP for CS, standardizing 60+ workflows that streamlined process and ensured service quality.

Customer Success Specialist   Dec, 2019 – May. 2022
- Achieved a 96% first-resolution rate (team avg. 80%), resolving tech issues with 90%+ CSAT, proven strong logical problem-solving and root cause analysis skills.
- Maintained 600+ troubleshooting templates, collaborated with R&D and Product teams to refine troubleshooting steps.

Mithril Technology

Customer Success Intern   Nov. 2018 - Aug. 2019
- Monitored global online crypto investor community, analyzed discussion trends, enhanced brand engagement.