ANGELICA SMITH-EVANS

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SKILLS

- **Program Management:** Agile Development, Jira, ZenDesk, Github, Project Task Management
- **Technical Skills:** Java, Unix, C, OOP, SQL, Git, VMWare, Vue.js, x86 Assembly, Bash
- **Languages:** English, Japanese, Mandarin Chinese

PROFESSIONAL EXPERIENCE

KAMI CARD STANDS – Owner/Chief Executive Officer 2023-Present

- Designed, developed, and launched multiple online e-commerce stores; filled over 300 orders, generating over $20,000 in revenue in the first quarter of operations.
- Communicated with Chinese manufacturers and fulfillment centers in Mandarin Chinese to facilitate acquisition, consolidation, and shipment of products at the most efficient market rates.

GRIN INC. – Technical Support Engineer 2021-2022

- Proposed and implemented a new workflow for the technical support team to take over finance-related tier 1 tickets previously addressed by the billing team. This change improved overall customer success department efficiency and improved the billing team's capacity.
- Resolved client issues quickly and efficiently, with an average first response below 15 minutes, and a customer feedback rating of over 95%.

RELEVANT PROJECTS

SACRAMENTO STATE UNIVERSITY – MavisOS: Unix Shell 2020-2020

- Designed and implemented a multi-tasking operating system called Mavis in 16 weeks.
    - Our MavisOS was coded fully in C, and had been debugged with GDB, then pushed to Git.
    - This Unix shell included process scheduling, logical context switching, resource allocation, and user interfacing, all of which built out by our three-person team in weekly sprints.

SACRAMENTO STATE UNIVERSITY – Autonomous Storage Retrieval Robot 2019-2020

- Conceptualized then programmed a storage retrieval robot intended to help mobility-impaired persons with a 4-person team over 35 weeks, researching cost, effectiveness, and task delegation.
    - As team leader, created a project plan outlining milestones, environmental impact, costs, and risk management, which was then presented for advisor approval.
    - My project expertise had been the robot's controlling program, which read inputs from IR and US sensors, and output to DC motor and 4 servos via an Arduino microcontroller.

EDUCATION

SACRAMENTO STATE UNIVERSITY Sacramento, CA

Bachelor of Engineering, Major in Computer Engineering **2020**