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ANGELICA MUNYAO

Capable. Compassionate. Creative.

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SKILLS

- **Software: (Proficient)** HTML, CSS, Python, Java **(Familiar)** WordPress, LaTeX, Android, Git, JavaScript, PHP
- **Soft skills:** Customer service, Empathy, Organization, Problem-solving, Teamwork, Time management
- **Languages:** Conversational Chinese

EDUCATION

Rochester, NY	Rochester Institute of Technology, MS	August 2019 – Present

- **Major:** Human-Computer Interaction   **Certification:** Web Development Advanced Certificate
- **Anticipated Graduation:** May 2021

Canton, NY	St. Lawrence University, BS	August 2014 – May 2019

- **Majors**: Mathematics and Computer Science (GPA: 3.932)   **Minor**: Chinese Studies
- **Selected Coursework**: Data Structures, Programming Languages, Algorithms, Graph Theory, Android Development, Artificial Intelligence, Theory of Computation

WORK EXPERIENCE

St. Lawrence University Public Interest Corps Intern	St. Lawrence County Community Development Program (CDP)	June 2019 – August 2019

- Developed a website for CDP (slccdp.org) using WordPress and provided an attractive, secure, user-friendly platform for communication with community
- Collaborated with executive director and directors of CDP programs to develop informative content on pages
- Established a sustainable marketing and content management schedule with executive director
- Provided documentation for maintenance and update of website and content, written using LaTeX

Setup Room Student Manager	St. Lawrence University, ODY Service Desk	September 2018 – May 2019

- Troubleshot student computer issues and managed work orders for quality and timely resolution, collaborating with fellow setup room workers, service desk technicians and professional staff
- Ensured client satisfaction by following up with clients on their work orders throughout resolution process
- Developed setup room workflow and procedure for improved service, evaluating processes and tool availability with service desk manager
- Trained setup room employees and provided guidance to setup room workers and service desk technicians

Product Management Intern	U.S. Auto Parts Network Inc.	June – July 2018

- Identified and categorized customer pain points from customer feedback analysis, utilizing e-commerce, industry and user-experience trend resources to reference common customer concerns
- Suggested website improvements and feature inclusions to the department director from research findings
- Generated reports on Blue Triangle and Adobe Analytics to identify performance trends and concern points
- Provided reports from Adobe Analytics to support department director during a priority 1 incident
- Developed a customer journey map for website to guide customer experience improvement in the following quarter, organizing findings and reference material into a PowerPoint presentation