

ANNIE HWANG - SOFTWARE DEVELOPER

Philadelphia, PA | 484-620-3184 | anniehwang428@gmail.com | [GitHub](#) | [LinkedIn](#) | [Portfolio](#)

SUMMARY

Software developer with a background in therapeutic recreation and restaurant hospitality, combining robust communication and problem-solving skills. Proficient in Ruby on Rails, React, JavaScript, and CSS/HTML, I am dedicated to optimizing performance and following best coding practices. Thriving in dynamic, collaborative environments, I excel in innovating for improved user experiences. My passion for overcoming challenges drives me to actively contribute to solving complex technical problems, finding joy in seamless teamwork that delivers exceptional customer outcomes.

SKILLS

Languages: Ruby, JavaScript, HTML, CSS, SQL

Frameworks: Ruby on Rails, React.js, Bootstrap

Databases/Libraries/Tools: Postgres, APIs, Node/npm, Git, GitHub, Dynatrace, Tableau

EDUCATION

Actualize Coding Bootcamp | Certificate in Full-Stack Web Development **December 2022 - March 2023**

A four-month full-stack web development bootcamp. Core technologies included Ruby, Rails, JavaScript, and React.js. Special emphasis on API-driven development, version control with Git, professional tooling, team collaboration, and continual learning.

Temple University | Bachelors of Science in Therapeutic Recreation

May 2022

CODING PROJECTS

Plant Care App - Platform to view care information and save watering schedules for the plants you own. ([Repo](#))

- Backend RESTful API using MVC architecture built with Ruby on Rails.
- Frontend single page application built with npm, webpack, React.js, Bootstrap
- Secure authenticated user profiles using JSON web tokens.

SonicPi Song Cover - A code-based music creation and performance tool. ([Repo](#))

- Created a synthesizer cover of Song of Storms using SonicPi gem.
- Utilized Ruby language and fundamentals to create a dryer code experience to emulate various musical theory elements, such as repeats, rests, melodies, and chords.

EXPERIENCE

Dynatrace | Business Insights Technical Support

September 2023 - Present

- Partnered with a senior Analyst to provide top-notch support and training for the Digital Experience product line to eight to ten named customers.
- Assisted in the configuration and implementation of best practices, maintaining customers' Dynatrace environments aligned with their business goals.
- Created and managed web and mobile measurement scripts, ensuring accurate data collection.
- Conducted day-to-day performance and availability data analysis, delivering clear, in-depth, and concise root cause analyses for both customers and internal Analysts.

Morimoto Starr Restaurant | Food Runner

November 2022 - September 2023

- Collaborate with kitchen and service staff to maintain the highest level of food quality, presentation, and timing in fast paced environments.
- Participate in regular process review and quality assurance meetings, contributing knowledge of best practices and industry trends to improve customer experience.