Anudari Batsaikhan

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EDUCATION

Seattle Pacific University, Seattle, WA   **Expected Grad: Dec 2024**

Intended Degree: B.S, Computer Science

- GPA: 3.77/4.00
- Awards and Honors: Generation Google Scholarship 2023, The Boeing Company Scholarship, Dean's list
- Coursework includes: Data Structures and Algorithms, Systems Design, Application Programming, Netcentric Computing, Database Management, Software Engineering

EXPERIENCE

Apple, Inc.   **Nov 2021-Aug 2022**

Product Specialist

- Enhanced customer inquiry response rate by 25% through collaborating with cross-functional teams, resulting in improved customer satisfaction.
- Boosted customer satisfaction by 8 points and reduced complaints by 12% by expertly identifying and resolving technical issues.
- Achieved a 95% first-call resolution rate, reducing call handling time by 18 seconds on average, by applying analytical problem-solving skills to diagnose and resolve complex technical issues.
- Streamlined product functionality, reducing resolution time by 25 minutes, and delivering an exceptional customer experience.

The English Academy of Mongolia   **June 2019-Sep 2019**

Associate Project Manager Intern

- Coordinated and oversaw the successful execution of a large-scale event by managing a cross-functional team of 10 volunteers, resulting in the event surpassing all performance goals.
- Optimized workflow efficiency by expertly managing volunteer assignments and shifts, achieving a remarkable 20% increase in productivity compared to previous projects.
- Enhanced project stakeholder satisfaction by providing weekly progress updates and maintaining effective communication, resulting in a 15% improvement in team collaboration and project outcomes.

PROJECT EXPERIENCE

Chef's Compass |Recipe App|Agile Scrum methodology, Jira, Figma   **October 2023-Present**

ScrumMaster, UI/UX designer

- Spearheaded the definition of MVP features, resulting in a significant reduction in development time and a substantial decrease in project costs.
- Developed a product roadmap that outlined the development timeline and key milestones, contributing to a noticeable 10% improvement in project timeline adherence.
- Assessed the impact of OKRs on product performance for data-driven adjustments.

Eventor |Event Management App| Javascript, React Native, MongoDB   **Jan 2023-Present**

- Developed event creation and progress-tracking features using JavaScript and React Native, with a focus on enhancing user engagement.
- Utilized user research to inform feature prioritization and improve the app's potential user appeal and usability.

LEADERSHIP & EXTRACURRICULAR ACTIVITIES

Society of Women Engineers (SWE) | Member
FHF Non-profit Organization | Volunteer
Edmonds College | Teaching Assistant

SKILLS

Technical: Proficient in Javascript, C/C++, Python, Swift, HTML/CSS, MongoDB, MySQL
Business: Agile/Scrum Methodology, Trello, Jira, Figma, Microsoft Office, Photoshop