YI-SHAN TABITHA TSAI

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EDUCATION

NATIONAL TAIWAN UNIVERSITY Taipei, Taiwan

September 2007 – June 2009

Master of Information Management - Major GPA: 3.83/4.0; Cumulative GPA: 3.8/4.0

NATIONAL CHUNG CHENG UNIVERSITY Chiayi, Taiwan

September 2004 - June 2007

Bachelor of Information Management - Major GPA: 3.87/4.0; Cumulative GPA: 3.87/4.0

- Ranked 1st (out of 46) in my graduating class.
- National Chung Cheng University Presidential Award (three times to get top two grades.)

February 2006, June 2006, and February 2005

EXPERIENCE

CHT GLOBAL CORP. San Jose, CA, U.S.A.

Software Engineer

July 2013 - Present

- Design, develop and implement e-commerce website and CRM system.
- Train end users to operate new or modified functionality and liaise with vendors for efficient implementation of new software products or systems.
- Review existing IT controls, business processes, policies, procedures, and management documentation for effectiveness and sustainability.

CHUNGHWA TELECOM CO., LTD. Taipei, Taiwan

Associate Researcher

April 2010 - June 2013

- Designed and developed self-service website for residential and enterprise customers.
- Researched user interface and user experience to help team build up applications.

NATIONAL TAIWAN UNIVERSITY Taipei, Taiwan

Seminar Teaching Assistant

February 2009 - June 2009

- Helped professor with clerical work, course arrangement, and document production.
- Coordinated and host many various events including seminars, lectures, and forums.

Computer Center Assistant

February 2008 - June 2009

- Scheduled and implemented corresponding MIS improvements.
- Ensured compliance with security and standards on the equipment of the computer center.

TAIWAN INFORMATION SECURITY CENTER Taipei, Taiwan

Research Assistant

February 2008 – July 2009

- Researched information security to promote public awareness and to support government.
- Designed methods and tools for analyzing security vulnerabilities in Web applications.

NATIONAL CHUNG CHENG UNIVERSITY Chiayi, Taiwan

Research Assistant

February 2007 - May 2007

Researched the role of Taiwanese companies in the global supply chain of machine tools.

PUBLICATIONS

- "A Study of Enterprise Customer Self-Service," TL Technical Journal, Taipei, Taiwan, 2013.
- "A Study of Methods and Tools for Analyzing Security Vulnerabilities in Web Applications," Master Thesis Advisor: Prof. Yih-Kuen Tsay, National Taiwan University, Taipei, Taiwan, 2009.
- "e-GOVERNMENT One Stop Shop," Bachelor Graduate Project Advisor: Prof. Rung-Shiun Wu, National Chung Cheng University, Chiayi, Taiwan, 2007.

CERTIFICATES

- Outstanding Innovation Team Certificate, Chunghwa Telecom, 2013.
- Sun Certificated Programmer for the Java2 Platform, Standard Edition 5.0, Sun Microsystems, 2006.
- Certificate of Software Application in Level B, Skill Evaluation Center, Ministry of Labor, 2003.

SKILLS

C#, VB, HTML, HTML5, CSS, CSS3, JavaScript, JQuery, and SQL Server.