Yi-Shan Tabitha Tsai

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EDUCATION

INDIANA UNIVERSITY PURDUE UNIVERSITY INDIANAPOLIS Indiana, USA   August 2017 –

Master of Human Computer Interaction

NATIONAL TAIWAN UNIVERSITY Taipei, Taiwan   September 2007 – June 2009

Master of Information Management – GPA: 3.8/4.0

NATIONAL CHUNG CHENG UNIVERSITY Chiayi, Taiwan   September 2004 – June 2007

Bachelor of Information Management – GPA: 3.87/4.0

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

February 2006, June 2006, and February 2005

EXPERIENCE

CHT GLOBAL CORP. San Jose, CA, USA

Software Engineer   July 2013 – June 2017

- Designed and developed e-commerce website and sales process system, including management components of Customer, Quote, Order, Billing, Provisioning.
- Trained end users to operate new or modified functionality and liaised with vendors for efficient implementation of new software products or systems.
- Reviewed 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.

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.

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