

Vivien Chang

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PROFESSIONAL EXPERIENCE

EasyPost

Jan 2018 – Apr 2020

Software Engineer

San Francisco, CA

Promoted to Software Engineer and worked on the Carriers team. Maintained, added, and integrated third-party postal carrier APIs to connect to the EasyPost API

- Built 3 new Flask microservices for customers: Warby Parker, Ebay, and Walmart, respectively.
 - Each service included integrations for tracking, rating, purchasing, pickup scheduling, manifest creation, and refunds
 - Integrated microservices to connect to Ruby on Rails EasyPost API
- Updated over 500 customer negotiated postal rates and decreased time spent by 75% with automated script which parsed data in CSVs to insert into SQL databases.
- Updated and refactored legacy services to reduce technical debt by 33% and increase customer experience by 15%
- Developed automated onboarding process for IT team to streamline new hire process. Decreased time by 80% spent. Integrated Google, Slack, Expensify, DocuSign, and Salesforce APIs into script

EasyPost

Feb 2017 – Jan 2018

Senior Technical API Support Engineer

San Francisco, CA

Second hired support engineer whose responsibilities included hiring new members and overseeing training of a team of five. Continuously provided support and communication between clients and partners to ensure customer satisfaction and experience.

- Responded and resolved an average of 50 emails per day within a 3 hour SLA and resolved over 100 emails per day during peak holiday season
- Documented standard resolution procedures for over 25 postal carriers for members to provide better and faster support to customers
- Oversaw resolution with Australia Post due to an expired SSL certificate which resulted in 3 hours of downtime for customers trying to purchase Australia Post labels

EDUCATION

University of California, Berkeley

Mar 2019

Javascript Web Development Certificate

University of Southern California

May 2015

BS, Business Administration

- GPA 3.5
- Winslow-Maxwell Global Summer '14 Intern in London

Penn State University

May 2012

BS, Business Administration

- GPA 4.0
- Matriculated and transferred to USC in 2012
- Dean's List Fall '11 and Spring '12 semester.
- Penn State Sailing team member and Dance Marathon participant

SKILLS

Professional Skills

- ❑ **Areas of Expertise:** Python, Flask, API integrations, Scripting & Automation, HTML5, CSS/SASS, Javascript, SQL, MongoDB, Git/Github, Phabricator
- ❑ **Proficient in:** Ruby, Ruby on Rails, React.js, TypeScript

Personal Skills: Time management, collaborative, organized, self-starter