# ALICIA CHAO

## SOFTWARE ENGINEER

(925) 998-5949 · aliciachao@gmail.com · alicia-chao · chaochaocodes · aliciabydesign.com

Full-stack Software Engineer and believer in altruistic capitalism. Strong interpersonal communication, cross-team collaboration skills and customer-focused mindset with extensive experience in client-facing and management roles. Passionate about personal and professional development and lifting others up. Excited to write clear, impactful code that will benefit our community.

## TECHNICAL PROJECTS

**CLIENT-RM** | Frontend | Backend
A mobile responsive tracking app and informational guide for home buyers to track their purchase process and progress from their initial search to home ownership.  Users can search and save real estate listings, add contacts and add tasks to their to-do list.
- Designed frontend using React.js, implemented React Router to improve user experience, and styled with Material UI
- Engineered Rails RESTful API backend to store data, handle API calls to Realtor.com API, render JSON and direct user flow
- Utilized ActiveRecord Serializers, JWT Authentication and localStorage to store encrypted user information client-side

**HACKORNAUT** | Frontend | Backend
Have you been Hacked or Not? A single page web application where users can search to see if their email has been compromised in any database breaches, including recorded breach details and ways to increase email security.  User can save searches.
- Scoped group project from ideation to completion and managed project timeline as Project Lead using Trello
- Diagrammed front-end architecture with Lucidchart to construct 13 React components, styled with Material UI framework
- Fetched HaveIBeenPwned OAuth and API endpoints for users, emails, and breaches on server-side Ruby/Rails development

**MEALPIK** | Github | App
A single page web application to easily meal plan and prep for those weekend getaway trips.
- Built using Ruby on Rails backend and frontend using the MVC pattern. Styled with Bootstrap and custom CSS
- Authored user stories, structured database schema, and designed mockups and wireframing with Adobe XD for data flow
- User authentication/authorization with bcrypt for password hashing, and ability to Create, Read, Update, Delete resources

## SKILLS

**TECHNICAL**:  React JS, React-Redux, JavaScript (ES6), TypeScript, HTML, CSS, Python, Ruby on Rails, SQL, PostgreSQL, MongoDB, GraphQL, Git/Github, Node.js, Gatsby.js, Strapi (CMS), RESTful APIs, Wireframing and Mockups, Adobe XD, Bootstrap, Material UI

**PROFESSIONAL**:  Business Mandarin, Sales Management, Client Relations, Negotiation, Market Research, Profit & Loss Analysis, Budgeting & Forecasting, Training & Mentorship, Logistics & Operations, Supply Chain Production-Sales-Inventory Planning

## EDUCATION

**Software Engineering Immersive** - Flatiron School, Seattle, WA | April 2020
**B.A. in Economics and Chinese** - Rutgers University, New Brunswick, NJ

## RELEVANT EXPERIENCE

Formosa Plastics Corporation, USA | Livingston, NJ

**ACCOUNT EXECUTIVE (TECHNICAL SALES)** | 2016 - 2019
- Demonstrated to prospective customers how our products can address their use cases and technical requirements
- Collaborated with Engineering, Operations and Marketing teams to develop custom solutions to address pain points and improve products and processes for customer success; Provided timely technical support, feedback and results to clients
- Reported to management on service request volume and trends tied to revenue impact, achieving $15M in annual sales

**ACCOUNT EXECUTIVE (EXPORT SALES)** | 2015 - 2016
- Researched and analyzed $2.5B global market to identify new business and product development opportunities
- Communicated with technical and non-technical stakeholders in international markets (Mexico, Colombia, India, China)
- Reviewed and prepared contract agreements, RFQ/RFP (supplier proposals and bids) and other support materials

**ACCOUNT MANAGER** | 2013 - 2014
- Defined and developed content to train and mentor Customer Success and Operations teams on customer accounts
- Created customized solutions with engineers for ERP system to automate functions, improving efficiency by 50%