# Charles Chen

charlesyjchen1@gmail.com | (571) 398-5898 | www.charlesyjchen.com | www.github.com/charlesyjchen

## SUMMARY

Solutions Engineer with 1.5+ years of experience designing and developing end-to-end software solutions in content and business process management. Seeking software engineering position with expertise in computer science fundamentals, web languages, APIs, Agile project management, and technology consulting.

## EDUCATION

**University of Virginia, School of Engineering and Applied Science**                    **Aug. 2015 – May 2019**
Major: Systems and Information Engineering, Minor: Computer Science

## SKILLS

- JavaScript, jQuery, HTML, CSS, SQL, Java, C#, Python, Git, Azure DevOps, Agile

## WORK EXPERIENCE

**Solutions Engineer, Laserfiche / Arlington, VA**                    **Jul. 2019 – Present**
- Coded in JavaScript, CSS, SQL, and C# to customize enterprise software and deliver tailored software solutions to suit organizations' business needs regarding enterprise content management and business process management
- Utilized web services and APIs to enable cross server communication for Laserfiche applications
- Spearheaded solution creation and implementation as the lead engineer on projects for clients in industries including government agencies and higher-education institutions
- Started a department-wide initiative for team members to share custom code snippets solving common issues not currently addressed by software capabilities in a DevOps Repository that has seen widespread adoption
- Transformed a manual legacy job application system to an automated electronic process involving applicant data storage in MSSQL, an application webpage customized with JavaScript and CSS, statistical report generation, and back-end business logic for effortless application routing and notifications
- Provided post-implementation support such as troubleshooting, solution maintenance, and training for clients

**Consultant, Logapps LLC | Falls Church, VA**                    **Sept. 2017 – May 2019**
- Wrote Python scripts using NLP, producing reports through n-gram analysis of requirement document text
- Troubleshot MARINE, a software application that reviews software requirements and develops high level software size estimates, and participated in design feedback sessions throughout application lifecycle
- Compiled database of project requirements and identified key text to create test set for machine learning model

**Consumer Technology Summer Associate, The NPD Group / Port Washington, NY**                    **Jun. – Aug. 2018**
- Used DecisionKey and Salesforce to analyze various metrics from retailer sales data, identified new clients for NPD resulting in a projected revenue gain of $450,000, and presented findings to executives
- Analyzed industry trends and retailer growth using a data-driven approach, visualized findings, and created presentations on optimizing business decisions to increase revenue

## SOFTWARE PROJECTS

**Berg Bears – Unity Game App**                    **Feb. 2020 - Present**
- Created a 2D role-playing mobile game using Unity where players progress through floors of an endless tower, collecting power-ups and dodging and catching projectiles to defeat enemies
- Planned game logic and focused on back-end development using C#, developing gameplay mechanics such as player-environment interaction and level progression

**Valorant Statistics Visualization Webpage** (https://charlesyjchen.github.io/ValorantStats/)                    **May 2020**
- Developed an interactive webpage using HTML, CSS, and JavaScript allowing public users to submit game data to a back-end Google Spreadsheet and visualizes user-selected charts displaying direct statistic comparison

**Systems and Information Engineering Design Symposium Capstone Project**                    **Aug. 2018 – May 2019**
- Co-authored paper titled "Optimizing Customer-Agent Interactions with Natural Language Processing and Machine Learning" to analyze the impact of call sequence on customer service call outcomes
- Developed actionable insights aiding service representative training by building and solving a MDP using a value iteration algorithm to identify optimal actions in a call sequence leading to the best call outcome