

Christina Lee

Software Engineer

408.857.3070 | chrlee93@gmail.com | South San Francisco, CA | chrlee20043.github.io/ | linkedin.com/in/christinaehlee/ | github.com/chrlee20043 |

TECHNICAL SKILLS

Javascript, Node.js, Express.js, React.js, Redux, Cypress, Material UI, Tailwind, Git, PostgreSQL, HTML5, CSS, Bug/Vulnerability testing

TECHNICAL PROJECTS

aMUSE | Developer | October 2023 | [Github](#) | [Live Link](#)

A web app to enhance the museum experience by providing users with a tool to conveniently find, rate, and review museums. Users can keep a digital journal about their visits to document their experiences.

- Developed full stack application with a team of four developers using **PostgreSQL**, **Express.js**, **React**, **Node.js**, **Tailwind** for a polished user interface.
- Implemented **Google Maps API** to create a seamless search feature, enabling users to explore museums and plan visits effortlessly.
- Set up robust user authentication using **Redux**, **JSWebToken** and **BCrypt** to secure access and encrypt login credentials.

Dance Library | Developer | October 2023 | [Github](#) | [Live Link](#)

A web app for users to take dance classes from their favorite instructors

- Independently created full stack application using **React** and **Material UI** to allow users to engage in a visually appealing user experience.
- Engineered API routes using **PostgreSQL**, **Express/Node.js** to allow users to engage in smooth **CRUD** operations to create a personal library of dance classes.
- Built secure login feature through user authentication using tools including **JSWebToken** and **BCrypt**.

Christina's List | Developer | September 2023 | [Github](#) | [Live Link](#)

A Craigslist-inspired web app for users to purchase and sell items

- Built **CRUD** application leveraging technologies such as **React**, **Javascript**, and **CSS** for website functionality and user experience.
- Spearheaded the development of key features using **REST API** to enable users to purchase and sell items, and directly message sellers.
- Created **Redux** slices to authenticate users, allowing them to add, edit, and delete listings in their profile.

EXPERIENCE

Client Support Specialist | Hustle | Remote

08/2022 - 03/2023

- Provided technical support and troubleshooted issues for clients using Zendesk responding to an average of **50** tickets on a daily basis.
- Collaborated cross-functionally with the product, engineering, client success, and other teams to implement client feedback and improve the user experience.
- Investigated and escalated **30+** bug reports to the engineering team for validation and contributed to delivery of fixes to maintain client satisfaction.
- Authored and updated over **20** Help Site articles to document product updates, weekly releases, and industry-wide changes.
- Delivered exceptional support during the high-pressure environment of the 2022 midterm election, efficiently resolving and closing 500 tickets in October to ensure smooth campaign operations on a team of 4 Support Specialists.

Case Supervisor | SFCASA | San Francisco, CA

10/2020-08-2022

- Supervised caseload of **40-50** CASA volunteers serving youth in the foster care and juvenile justice systems and provided coaching and advice tailored to individual case and volunteer needs.
- Achieved **85%** quarterly volunteer survey completion rates for grant writing and financial initiatives.
- Championed implementation of Trauma-Informed Systems by advancing organizational commitment to

DEI-centered policies and facilitated monthly Anti-Racism staff discussions.

- Contributed to **23%** increase in volunteer retention by implementing programmatic improvements to address gaps in volunteer training and onboarding.
- Conducted over **100** in-depth volunteer interviews to actively screen candidates for eligibility for the CASA program.

Program Assistant | SFCASA | San Francisco, CA

03/2019-10/2020

- Oversaw the court filing process and disseminated an average of **80** documents to stakeholders on a weekly basis to maintain compliance with the Judicial Court.
- Established and strengthened collaborative relationships with stakeholders to efficiently increase annual referral rate by **20%**.
- Developed long-term partnerships with **10** local businesses to offer community engagement opportunities for youth and volunteers, including free tickets to local attractions and scholarships to summer camps.
- Spearheaded redesign of monthly volunteer newsletter resulting in a **17%** increase in open rate and positive feedback from stakeholders.
- Completed **40 hour** volunteer training and was sworn-in as a Court Appointed Special Advocate (CASA) in June 2019.

Assistant Center Director | FLEX College Prep | Cupertino, CA

11/2017 - 03/2019

- Managed and trained **4** staff members across multiple offices, established and monitored goals, and conducted annual performance reviews, empowering staff to explore professional goals.
- Improved operations by streamlining processes through database management and training staff to log client calls and interactions in a timely manner.
- Enhanced scheduling processes resulting in an **11%** reduction in scheduling conflicts, thereby optimizing staff satisfaction and operational efficiency.
- Coordinated with curriculum and enrollment teams to successfully advertise academic and consulting services, leading to a **19%** increase in student enrollment.
- Maintained and ordered office supplies adhering to monthly budget and tracked expenses for the finance team.

Enrollment Coordinator | FLEX College Prep | Los Altos, CA

08/2016 - 11/2017

- Pioneered lead generation through seminars and strategically referred existing clients to supplementary services, helping the company to achieve an annual target revenue exceeding **\$1 million** for the first time.
- Performed general office duties, including answering phone calls and greeting an average of **60** visitors on a daily basis.
- Successfully led migration to a credit card payment system by creating and documenting processes for team members to ensure accurate accounting purposes.
- Facilitated over **300** diagnostic exams for students to measure academic progress for SAT/ACT, AP testing, and private school admissions.
- Promoted to Assistant Center Director after **1.5** years as Enrollment Coordinator, reflecting exceptional performance through strong customer service and meticulous attention to detail.

EDUCATION

Grace Hopper Program at Fullstack Academy

06/2023 - 10/2023

Software Engineering Certificate

Full-time, Full Stack Javascript Web Development Immersive

Westmont College

05/2015

Bachelor of Arts in Sociology, Spanish

VOLUNTEER EXPERIENCE

Marketing Associate | Kollaboration SF | San Francisco, CA

02/2020-11/2020

- Conceptualized and implemented 10 social media campaigns across multiple platforms to promote upcoming events, podcast episodes, and social justice movements.
- Developed partnerships with 5 local Asian American artists and small businesses for the annual talent show.