Taegun An

dkstaegun@gmail.com| +82 10-5018-5300 | linkedin.com/in/taegun-an/

Work Experience

Wipro - *Product Reliability Specialist for Meta*   July 2022 - Jan 2024
- Managed 2500+ crashes/errors quarterly for Horizon Worlds to reduce the percentage of daily affected users, utilizing agile methodology and data analysis techniques.
- Resolved 856 out of 1021 crashes/errors (83.8% completion rate) created within the initial three months of employment, highlighting efficiency in issue resolution and continuous improvement.
- Triaged 100+ errors weekly adhering to strict SLAs and promptly assigned them to relevant on-call engineers for thorough debugging and issuing resolutions, demonstrating strong problem-solving skills and stakeholder engagement.
- Reduced the crash rate from 9.38% to 3.14% successfully in 4 months by prompting engineers to roll out fixes for each crash and verify them on different app versions before the weekly cadence update, showcasing leadership in product strategy and iterative development.
- Collaborated with engineering managers, directors, and the data science team to improve testing processes, tools, and techniques, leveraging cross-functional collaboration and user-centric design principles to increase efficiency for engineers.

Amazon - *Outbound Associate II*   March 2020 - July 2022
- Verified the quality of 2000+ orders by collaborating with area managers and site leaders to resolve shipping issues
- Compiled and organized more than 50+ records of damaged goods, backorder logs, and relevant regulatory reports to provide site leaders with visibility into budget costs
- Tracked 5-10 tickets by testing/gathering user feedback in the Amazon Flex app which helped the engineering team fix bugs and enhance the app
- Fulfilled 100+ orders per day by printing tickets, picking products, and packaging under tight deadlines

JPMorgan Chase & Co. - *Associate Banker*   Dec 2020 - June 2022
- Consulted 200+ customers per day in consumer product offerings & service options to improve their banking experience
- Achieved consistent weekly OSAT (overall satisfaction) rating of 90% or higher as rated by customers
- Trained and mentored 3 junior banking staff members to maximize their performance, efficiency, and compliance
- Managed financial transactions that were all completed by meeting compliance like FDIC, Bank Secrecy Act, & anti-money laundering

Feng Cha Teahouse - *General Manager*   April 2019 - March 2020
- Developed, implemented, and managed business plans to promote profitable food and beverage sales
- Oversaw balancing of cash registers, reconciled transactions, and deposited daily earnings to the bank
- Conducted health, safety, and sanitation process evaluations to identify and remedy any violations immediately
- Managed team of 10+ employees in overseeing hiring, training, and professional growth of employees

Projects

Notion Pokédex Project: Pokédex of 1008 pokémons using glitch(node.js); running Axios GET function to obtain API from Pokéapi

Education, Skills & Tools, Certificates

Austin Community College, *Austin, TX - Computer Information Technology*   Aug 2016 - Dec 2017
Relevant Courses: Web Programming | User and Computer Support | Coding and Design Specialization | Database
Languages: Python | SQL | JavaScript | HTML | CSS | Java

Skills: Fluent in English and Korean, Agile and QA testing methodologies
Tools: MySQL, VSCode, JIRA, Docker, Git
Certificate: LVMH Certificate of Operations and Supply Chain (July 2024), Notary Public of Texas (April 2022)