JOANNE JUN

Deerfield, IL 60015 | jun.eundori@gmail.com | (773) 636-5052

EDUCATION

University of Notre Dame   August 2014 - January 2018
Bachelor of Arts, Major in Japanese, Minor in Computing & Digital Technologies
Honors: magna cum laude (cumulative GPA: 3.87 / 4.00, Dean's List 2015 - 2017)

EXPERIENCE

User Support Associate   Oct 2020 - Present | Jumbo Privacy, Remote
- Tasks include troubleshooting user tickets, resolving disputes, software endurance testing, documenting bugs, and providing product feedback. Other projects include conducting usability and user journey mapping interviews, front-end development (HTML, CSS, JavaScript) of the public-facing user FAQ, writing new articles for the user FAQ, and developing email and survey campaigns through Customer.io.

Assistant Language Teacher   July 2018 - Feb 2020 | Yamagata, Japan
- Worked in multiple elementary and junior high schools by creating and carrying out English lesson plans and activities for various grade levels. Other duties included organizing community events for kids, teaching weekly seminars for adults, as well as translating and interpreting for foreign students.

Technical Solutions Engineer   Feb - July 2018 | Epic Systems, Verona, WI
- As member of HIM team, worked in a client-facing role with multiple hospital analysts to diagnose problems through weekly calls, find solutions by searching through documentation and code while cooperating with other teams, and finally implement changes in Epic software.

Virtual Reality Development Research Assistant   Aug - Dec 2017 | Univ. of Notre Dame, Notre Dame, IN
- Using Unity and C#, developed an interactive VR environment for use in psychology experiments that utilized Leap Motion and HTC Vive. Also created models in Autodesk Maya as needed.

Business Analyst Intern   May - Aug 2017 | City of South Bend, South Bend, IN
- Through HTML and CSS, assisted in front-end development of various websites used by South Bend residents and by city departments, focusing on ease of use, functionality, and aesthetic design.

SKILLS

Technical
- Python
- C# / Microsoft Visual Studio
- HTML / CSS
- JavaScript / jQuery
- SQLite
- Git
- Unity
- Autodesk Maya
- Adobe Photoshop
- Microsoft Office

Languages
- English (Native)
- Japanese (Advanced)
- Korean (Advanced)

Certificates
- JLPT (Japanese Language Proficiency Test) N2
- Eleven Fifty Academy JavaScript Gold Badge