

NEIL KANG

FULL-STACK SOFTWARE ENGINEER

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TECHNICAL SKILLS

LANGUAGES: JavaScript, Python, HTML, CSS

TESTING: Postman, Cypress, Mocha, Pytest

DATABASES: Node.js, Express, Sequelize, SQLAlchemy, Flask

LIBRARIES & FRAMEWORKS: Express, Sequelize, React, Redux,

Flask, SQLAlchemy, Bcrypt, Boto3

APIs: AWS

PROJECT EXPERIENCE

DASHDINE • Python • Flask • JavaScript • React • Redux • HTML • CSS • SQLAlchemy • PostgreSQL [Github](#) • [Live](#)

- Built RESTful APIs in Flask for user authentication, restaurant listings, menu item management, reviews, restaurant ratings, and order processing, ensuring secure and efficient data handling between the front end and back end.
- Designed and developed a dynamic restaurant and menu filtering system using React and Redux, allowing users to filter restaurants by cuisine, price range, and delivery time.
- Utilized React and Redux for dynamic state management, enabling efficient data flow and seamless state updates.

GALACTIC GETAWAYS • JavaScript • Express • React • Redux • HTML • CSS • Sequelize • Node.js [Github](#) • [Live](#)

- Developed CRUD operations for property listings, reviews, and bookings using RESTful APIs with Express and Sequelize, facilitating smooth interactions between the front end and back end.
- Designed a responsive front-end with React and Redux for seamless state management, improving user experience with real-time data updates.
- Integrated RESTful APIs for fetching, creating, and managing listings and reviews.
- Implemented secure user authentication with CSRF protection and Bcrypt for password hashing, ensuring encrypted user credentials and secure session handling throughout the platform.

WORK EXPERIENCE

VIRTUAS • Client Success Manager • Houston, TX

July 2022 – August 2023

- Oversaw the implementation of IT projects; ensuring that tasks were completed on time, within scope, and according to quality standards; Maintained accurate project documentation, including project plans, status reports, meeting minutes, and other relevant project artifacts; Provided regular project updates and reports to stakeholders.
- Gathered client feedback through project satisfaction surveys, managed services surveys, and regular check-ins to continuously improve service quality and address any issues or concerns.
- Developed and nurtured strong, long-term relationships with assigned clients, acting as their primary point of contact for IT service-related matters; Proactively engaged with clients to measure client satisfaction levels, ensuring client expectations were met or exceeded; Addressed any concerns or issues promptly to maintain a high level of satisfaction.
- Implemented Quarterly Business Reviews (QBRs) with key clients; Discussed client business goals, reviewed performance metrics, addressed concerns, and explored opportunities for additional value-added services.
- Led and managed the end-to-end procurement process for IT hardware and software acquisitions on behalf of clients; Collaborated with vendors and distributors to source the most suitable components and software solutions; Assembled and presented detailed quotes to clients.

MANNA SHOPPING CENTER • Commercial Property Manager • Houston, TX

August 2021 – Present

- Maintained precise lease records, meticulously crafted and managed lease agreements, rent collections, fees, miscellaneous charges, and security deposits; Efficiently managed lease expirations, extensions, and rental adjustments as dictated by business needs.
- Cultivated and maintained tenant relationships by swiftly addressing concerns, inquiries, and issues; Conducted regular, effective communication with tenants to ensure their unique requirements were met with precision.
- Managed lease compliance by meticulously verifying tenant adherence to lease agreements and ensured that all lease agreements remained in compliance with the latest legal standards.
- Oversaw routine property maintenance and repair activities to ensure the property consistently met peak conditions; Collaborated closely with contractors and vendors to procure essential services.

- Offered financial analysis and actionable recommendations aimed at property improvement and cost reduction; Proactively identified and mitigated potential risks to both the property and its occupants.

EMERGE • *Development and Marketing Coordinator* • Houston, TX **August 2019 – May 2022**

- Managed and maintained EMERGE's CRM database (DonorPerfect) to efficiently process gifts, track donations, manage grants, lead cleanup projects, and update constituent records; Produced comprehensive revenue reports on a weekly, monthly, quarterly, and ad-hoc basis for key stakeholders, including the Executive Director, Vice President of Development, Development Committee, and Board President.
- Pioneered the implementation of EMERGE's first-ever Donor Dashboard, comprising quarterly data reports for assessing organizational performance and making data-driven decisions to enhance strategic planning.
- Performed routine data improvements, auditing, and systems checks while meticulously documenting work functions and continuously optimizing procedural documentation annually.
- Collaborated with the Vice President of Development to oversee the EMERGE Mentor Program; Led recruitment and selection efforts for over 210 EMERGE seniors who were matched with high net-worth industry leaders in Houston; Coordinated various engaging events throughout the year and drafted all communications for mentors and mentees.
- Tactically planned and executed various marketing campaigns through DonorPerfect, Constant Contact, Twitter, Facebook, and Instagram; Spearheaded quarterly newsletters and led impactful social media marketing efforts; Launched the "EMERGE On The Reel" marketing initiative, featuring live Zoom webinars illuminating the impact of the EMERGE program through the perspective of students, community partners, and staff members.

SEARCH HOMELESS SERVICES • *Donor Relations Specialist* • Houston, TX **June 2017 – July 2019**

- Updated and maintained Raisers Edge database; Processed and documented all donations and updated constituent information through Raisers Edge.
- Generated queries and reports related to donor gifts using Raisers Edge, leveraging data analysis to devise effective donor targeting strategies; Spearheaded the development and preparation of donor acknowledgment letters.
- Championed the agency-wide United Way Campaign in 2019, achieving an all-time high fundraising total of over \$9,150 for the United Way.
- Crafted newsletters, e-blasts, and email appeals, showcasing creative designs that resonated with SEARCH's audience.

HOUSTON TEXANS • *Community Development Intern* • Houston, TX **June 2016 – June 2017**

- Successfully planned and executed a multitude of events in collaboration with the Community Relations & Foundation departments. Notably, played a key role in organizing the record-breaking "Taste of the Texan" event, which raised an exceptional \$356,000 for the Houston Texans Foundation.
- Developed long-term, mutually beneficial relationships with community partners such as the YMCA, Boys & Girls Club, and United Way; Actively collaborated with community partners to plan and coordinate various community-oriented events.
- Organized and coordinated numerous Houston Texans Silent Auctions, contributing to raising over \$250,000 for the Houston Texans Foundation in 2016 alone.
- Led Texans Care Employee Volunteer program, designing and executing a series of engaging employee volunteer events; Successfully recruited volunteers, meticulously tracked volunteer hours, and provided monthly updates to staff about the volunteer program's progress.

EDUCATION

APP ACADEMY • Full Stack Web Development **Completed September 2024**

- Learned key concepts in software development, including the Software Development Life Cycle (SDLC), pair programming, and team collaboration using version control systems like Git. Covered object-oriented programming (OOP), RESTful API design, and database management. The curriculum also included Agile, SCRUM, and Waterfall methodologies, and essential practices like user authentication, security best practices, software testing, debugging, and troubleshooting.

THE UNIVERSITY OF TEXAS AT AUSTIN • *Bachelor of Arts, Economics* • *Minor: Business Foundations* • Austin, TX **2013**