

Claire Wen

Career Summary

Versatile professional with diverse experience across fintech, marketing, and customer support, demonstrating strong adaptability and analytical skills. Hands-on expertise in full-stack development, infrastructure, and automation (n8n, UiPath). Skilled in bridging technology and operations with multilingual proficiency (English, Japanese).

Core Skills

- Programming: React.js, Vue.js, Node.js, C#, SQL Server, Postgres, MySQL, Vector DB (Pinecone)
- Web Development: Git, GitLab/GitHub, GCP, Cursor
- Languages: English (TOEIC 805), Japanese (JLPT N2)
- Tools: Jira, Postman, n8n, UiPath

Personal Projects

PDF Tools Site | <https://freepdftools.com>

Tech stack: React, Next.js, Tailwind CSS, Node.js, Vercel, Supabase

- Built an all-in-one tool website for PDF compression, conversion, and merging, optimized for both mobile and desktop.
- Integrated Google Analytics and SEO optimization, generating stable daily traffic.
- Implemented CI/CD using Vercel + GitHub Actions.

Professional Experience

AI Automation Engineer | SEO Media Marketing Company

Taipei / Jul 2025 – Present

- Built an intelligent chatbot with n8n, Pinecone vector DB, and LLM-based RAG pipelines, deployed via Slack App to deliver real-time, context-aware responses, reducing repetitive support tasks.
- Led the development of a LINE LIFF ordering system integrated with Google Sheet and CRM via n8n, automating data entry and providing instant confirmation to users. Replaced manual processes and third-party outsourcing, cutting order processing time by over 20%.

- Built a contract-driven tracking system with n8n, Postgres, and Google Calendar API, automating charges, expiration reminders, and project updates. Integrated Slack App @mentions to ensure accountability, reducing missed deadlines and coordination delays.
- Developed an AI-powered Instagram Reel automation pipeline with n8n, Cloudinary, and Meta APIs. Automated frame extraction, LLM-based content classification, caption/hashtag rewriting, and subtitle integration, reducing manual editing and driving consistent engagement.
- Proactively upgraded n8n from default single-threaded processing to Redis-backed queue mode with multi-worker deployment, enabling scalable handling of concurrent webhooks. Configured Cloudflare, SSL, and Nginx on GCP, improving reliability and security.
- Enhanced WordPress backend by managing plugin lifecycle, configuring SEO tools (GA/GSC, Ahrefs), and implementing customizations, improving site stability and increasing organic traffic visibility.

IT Developer | YKK Taiwan Ltd

Taipei / Feb 2025 – Jun 2025

- Developed RPA tools with UiPath to automate financial reports and integrate real-time FX data.
- Designed and maintained internal workflow forms (C# / VB.NET) to improve process tracking.
- Built monthly closing and operations analysis reports (Excel + VBA) to enhance cross-department transparency.
- Optimized order data flow (SQL / T-SQL), reducing inefficiencies.

Front-end Developer | GamingSoft Asia (Epic Media Sdn Bhd)

Remote, Kuala Lumpur / Dec 2024 – Feb 2025

- Developed interactive gaming UIs (AI Live Casino / WOW Gaming) using Vue.js and Cocos Creator, integrating APIs for animation and event handling.
- Improved client performance and responsiveness by optimizing rendering logic, enabling smoother real-time gameplay across multi-language and custom themes.
- Collaborated in GitLab SDLC workflow (alpha → release), delivering features in a fast-paced, cross-regional team.

Technical Support Engineer | BTSE Crypto Exchange

Taipei / Aug 2024 – Nov 2024

- Debugged integration issues for external trading partners across REST APIs, WebSocket feeds, webhooks, and third-party services (e.g., Twilio, SendGrid). Diagnosed problems such as rate limit breaches, infra-level IP blocks, malformed JSON, and webhook delivery failures, ensuring stable trading operations.
- Wrote SQL queries and analyzed ELK/Grafana dashboards to monitor API/WebSocket performance, reducing downtime risk and accelerating root-cause analysis.
- Managed incident workflows in Jira, collaborating with infra and development teams to resolve issues, improving resolution efficiency by 30%.

Data Analyst | Coface Taiwan Branch

Taipei / Jul 2023 – Oct 2023

- Used SQL to analyze 500+ reinsurance client records, improving risk assessment accuracy by 25%.
- Performed compliance checks for insurance data, supporting FSC reporting.

Assistant Relationship Manager | MUFG Bank

Taipei / Apr 2023 – Jul 2023

- Managed KYC review for 20+ corporate clients, ensuring compliance.
- Produced monthly reports identifying potential AML risks.
- Supported automation of KYC data collection, improving efficiency by 20%.

Client Implementation Analyst | Deutsche Bank Taipei Branch

Taipei / Sep 2021 – Apr 2023

- Optimized e-banking systems in collaboration with IT teams in India, boosting customer satisfaction by 11%.
- Onboarded 100+ corporate clients onto e-banking solutions with technical support.
- Conducted testing and optimization, reducing transaction error rates by 30%.

Digital Marketing Specialist | Good Car Alliance

Taoyuan / 2018 – 2020

- Led digital marketing strategy, building FB communities and websites with SEO content.
- Increased sales by 15% through online-offline integration strategies.

Education

- Full-stack Engineer Training | III Institute of Information Industry — Oct 2023 – Apr 2024
- Bachelor of Finance (incomplete) | National Taipei University — 2016 – 2018
- Bachelor of History | Tamkang University — 2012 – 2016