

Jonathan Kung

Full-Stack Software Engineer

EXPERIENCE

The Relish — Software Engineer Intern

Jan 2019 - Feb 2019 // San Francisco

- ❖ Developed new features and improved the existing content management system using React, Redux, D3, Algolia, Firebase DB, and MaterialUI.
- ❖ Overhauled Redux code and implemented unit tests using Jest.
- ❖ Engineered article search functionality using Algolia with Firebase.
- ❖ Built data visualizations with D3 to track user sign-ups and engagement.
- ❖ Improved user interface by implementing login error handling and clearer application notifications.

Bloomberg — Implementation Specialist (Tech Ops)

Dec 2016 - May 2018 // San Francisco

- ❖ Provided exceptional technical support for the Bloomberg software, hardware, and API add-in for all versions of Microsoft Office.
- ❖ Multi-tasked over phone, chat, and email to prioritize a high volume of installation projects and urgent customer support tasks.
- ❖ Diagnosed and quickly resolved connectivity problems for clients connecting via Internet or through our private network using our leased routers.
- ❖ Collaborated daily with engineering to resolve complex API and software issues.
- ❖ Coordinated with market data, technology personnel, telecommunication providers, and service vendors to meet project deadlines for router removals and bandwidth upgrades.

Lending Club — Payments Specialist

Dec 2014 - Dec 2016 // San Francisco

- ❖ Ranked #1 Payment Specialist in the months of April, May, and September through excellent QA scores, negotiating payments from delinquent clients, and incurring no payment transaction errors out of 40+ total representatives.
- ❖ Ranked #1 Member Support Representative for Q2 (2014) and the month of June 2015 out of 70+ total representatives.
- ❖ Serviced and maintained customer relationships by managing new, current, and past due accounts over the phone and email.
- ❖ Trained and mentored over 10 new hire classes regarding member support on-boarding, credit phone verification processes, and negotiating payments.

Summit Solutions — Lead Account Manager

Dec 2013 - April 2014 // San Mateo

- ❖ Directly acquired 102 new customers for Quill (Staples) business supplies via door to door B2B sales.
- ❖ Produced \$16,000 in revenue for Quill in direct face to face sales.

CONTACT



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SKILLS

Javascript, HTML, CSS, jQuery

React, Redux

Node, Express

PostgreSQL, SQL, Firebase

Python, Flask

Bootstrap

Git, AWS, S3

EDUCATION

Rithm School

San Francisco, CA

Nov 2018 - March 2019

Full Stack Web Development

University of California, Santa Cruz

Santa Cruz, CA

2010 - 2013

*Bachelor of Arts in Business
Management Economics*