

## Jacqueline Xu, Software Engineer

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## EDUCATION/CERTIFICATIONS

Computer Programming | *Carnegie Mellon University and TalentSprint Bootcamp*

09/2024 – 02/2025

Azure Fundamentals AZ-900 & Azure AI Fundamentals AI-900 | *Microsoft*

06/2023 – 09/2023

Bachelor of Arts in Psychology | *City College of New York*

2017

## TECHNICAL SKILLS

**Languages:** JavaScript, Python

**Web Development:** React, HTML/CSS, Node.js, Express.js, MaterialUI, Bootstrap, SASS

**Database:** MongoDB, PostgreSQL

**DevOps:** Github Action, Gitlab, Docker, AWS, CI/CD, VirtualBox

**Tools and Technologies:** VS Code, Kanban, Figma, Git, npm, Bash, Vite, Jupyter notebook, Poetry, REST APIs, Postman, Jest, Swagger UI

## PROJECTS

### Music Library Management Web Application Development

- Collaborated with teams using Figma, Kanban, Github, and Slack to streamline workflows and project coordination
- Developed and optimized React Router, contributed to Google OAuth2, and established the project's foundation.
- Implemented CI/CD Pipeline and deployed cloud infrastructure using AWS Lambda, S3, Route 53, and CloudFront.
- Designed and built the user access and song details page, integrating user access to the backend.

### E-commerce Website: JQ's Tea and Coffee Product Project

- Designed e-commerce websites using HTML, CSS, JavaScript, Bootstrap, SASS, React, and MaterialUI, ensuring responsive and user-friendly design.
- Integrated data into components using props, maps, routing, React state, and dynamic user interfaces.

### Dictionary Word Search

- Developed a dictionary word search project using JavaScript to retrieve data from a public API.
- Utilized mapping, forEach, fetch, promise, async-await, and error handling with try-catch to manage and display API data.

## EXPERIENCE

### Customer Service Specialist | *National Grid*

05/2019 – 08/2021

- Communicated with 30-80 customers daily, delivering high-quality service through clear, concise, courteous, and efficient interactions in a fast-paced environment.
- Navigated legacy internal systems (CRIS, CFE, AIM, Cisco Finesse) using command-based input to process payments, service orders, and manage accounts.
- Resolved billing discrepancies by analyzing statements, and identifying data inconsistencies, improving accuracy in account processing.

## ADDITIONAL PREVIOUS EXPERIENCE

### Teaching Coach & Office Manager | *Leap Education*

- Tracked and managed student assignments and schedules using a structured planner, coordinating task distribution to coaches for efficient learning support.
- Organized and maintained attendance records, assigned work, and oversaw office operations – developed attention to detail and data management skills.
- Guided and motivated students to succeed in statewide tests by providing structured support and resources, demonstrated leadership and problem-solving abilities.

### Community Volunteer & Team Leader | *New York Cares*

- Completed 400+ hours in 150+ global projects, led 10+ project teams in initiatives such as animal care, environmental awareness, career prep, fitness, support to children, seniors, and individuals with accessibility needs.
- Led and collaborated with teams to ensure smooth project execution by tracking attendance, providing feedback, and liaising with the project manager, community partner, and volunteers