

William Juang

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Website/Portfolio: <http://williamjuang.dx.am>

EDUCATION

University of Michigan

Ann Arbor, MI

Bachelors of Science in Information, Minor in Statistics

May 2017

- GPA: 3.61/4.0
- Honors/Awards: Six terms University Honors (GPA higher than 3.5)

WORK EXPERIENCE

Groundspeed Analytics

Ann Arbor, MI

Junior Software Engineer

October 2017 – Present

- Experienced in working with stakeholders in a fast paced Agile/Scrum project management environment.
- Generated client facing automated reports of data collected using python.
- Engineered scalable and resilient dockerized python web applications capable of handling the processing of client information with tight service-level agreements.
- Maintained well unit-tested and integration-tested code deployed through AWS through CI/CD using a Jenkins pipeline.

FreightExchange

Sydney, Australia

Intern, Sage Corps

June 2017 - August 2017

- Identified and diagnosed bugs within their website's shipping quote forms.
- Applied bootstrap to their HTML code to make their site accessible to mobile users.
- Extracted and analyzed chat data with customers into specific topics using NLP statistical models in Python. Used data to streamline customer service by providing canned responses.

Urban Science/ChannelVantage

Detroit, MI

Intern, Dealer Network Planning and Investments

June 2016 – August 2016

- Queried GM dealership data and packages using SQL for audits to help dealers recognize segments that could be improved to increase their efficiency and sales.
- Implemented a web application using HTML, PHP, and SQL that managed packages, allowing managers to assign them to auditors, track comments made by auditors, and notified both parties whenever updated.
- Generated script to analyze how distances from dealers influence customer purchasing habits.

University of Michigan Housing IT

Ann Arbor, MI

Computer Consultant II

July 2014- June 2017

- Engaged with students and staff to troubleshoot and resolve a variety of computer issues such as network connectivity, hardware issues, and life cycle replacement.
- Issued maintenance to identify trends and global concerns for determining root cause solutions.
- Consulted with Network Administrators in a fast-paced environment to repair issues.

SKILLS

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- *Computer Languages:* Python, JavaScript, SQL, and C++
 - *Tools:* Docker, Jenkins, CircleCI, and AWS
 - *Skills:* web development, object-oriented programming, relational databases, and data manipulation.
 - *Languages:* Chinese and Spanish.