

# Zhu Zhu

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## EXPERIENCE

### Air China

2012-2016, 2017-current

#### *Customer Service*

- Uncovered and reported bugs in eTerm (airline booking command-line tool) by Travelsky Technology Limited, so that double booked flights wouldn't show in our terminal
- Discovered similarities between eTerm and Bourne-again shell in terms of cursor movements, so that my workflow between the two systems are more optimal
- Implemented a flight schedule change differ in JavaScript to quickly identify changes, instead of manually eyeballing long lists.
- Translated and transcribed between English and Mandarin for those customers that don't speak English or Mandarin.
- Worked with the special services department, ticketing department, and sales teams to raise our CSAT score

### Fox Global logistics

2016-2017

#### *Ocean Import Coordinator*

- Inserted cargo information into the companies SQL database for inventory management, profit summary, and audit.
- Created CSV archived files of stale information in our ODS and uploaded them into AWS S3 to reduce clutter and increase volume of our ODS

### YoumYoum International Travel Service Co.LTD.China

2007-2010

#### *Co-Founder, Customer Manager*

- Created user stories and regression test cases for quality engineers to make sure the website was on par with specifications
- Wrote functional tests using Selenium and JavaScript to make sure the user experience worked as intended
- Created unit tests using JsUnit and Jasmine to make sure jQuery plugins were working as intended

## EDUCATION

### South Central University for Nationalities

2000-2003

#### *Major: Commercial English*

## LANGUAGES & TOOLING

JavaScript, HTML5, CSS4, Node.js, Express, React, Karma, Mocha, Postgres, SQL, JSON, BASH