Kenneth Liang

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SKILLS

JavaScript, React, Redux, HTML, CSS, Ruby, Ruby on Rails, MongoDB, Node.js, Express.js, MySQL, SQLite3, PostgreSQL, Webpack, jQuery, Git, Heroku, Tableau, JIRA, Zendesk, AWS, Web Development, Babel, Rest API, Python

EXPERIENCE

Software Engineer
Twitter (PRO Unlimited), Aug 2021 - Present
- Built internal panel for managing accounts using ActiveAdmin framework, including modifications to track database model changes and display history
- Equip support teams with tools that enable them to do their work independently and offload escalated request
- Implemented requirements for enhancing security complexities for admin users

Senior Credit Operations Analyst
LendingClub, Nov 2018 - Dec 2019
- Used analytical techniques to investigate loan performance data and identify pockets of underperformance and conduct root cause analysis to help recommend risk mitigation or enhance financial services
- Developed test automation scripting model that identifies fraud exploitations that prevents $18 million in losses annually
- Integrated 3rd party APIs to analyze bank transaction data that reduces loss from delinquency and improve customer borrowing eligibility

Credit Analyst
LendingClub, July 2017 - Nov 2018
- Acted as the friendly credit subject matter expert (SME) and collaborated cross-functionally with technical and non-technical teams to develop presentation decks and curriculum to align department knowledge base
- Slashed abandoning rates by 15% in high-volume hours by leading Member Support MarketPlace initiative to improve customer and product satisfaction

PROJECTS

Seat Check (JavaScript, SQL, Ruby/Rails, JS web frameworks React/Redux, AWS cloud S3, Google Maps APIs)   Live Site | Github
A full-stack web application with an OpenTable-inspired UX/UI, where users can reserve seatings at their local restaurant.
- Utilized Redux lifecycle methods, AJAX calls, and RESTFUL API to create reservations, leave reviews, and add restaurants to a user's favorites
- Designed interactive search and filtering system (price, location, cuisine, etc.) to dynamically refine fetched results, which eliminated the need for additional asynchronous calls
- Combined React state with PostgreSQL using JBuilder to optimize queries to databases
- Leveraged AWS S3 architectures for image storage, availability, and file compression to reduce latency and storage cost

FitBook - Front-end Lead Engineer (MongoDB, Express.js, ReactJS, NodeJS, NoSQL, BootStrap, Typescript)   Live Site | Github
Fitness tracking web application that allows users to create, track, and share custom workouts
- Facilitated team discussions and research around writing high-quality coding specs and agile data-driven development
- Utilized Mongoose ORM to map results of database queries onto JavaScript objects to be manipulated and returned to the frontend, separating concerns and following MVC best practices.
- Improved user functionality by incorporating an easy to use dynamic calendar and image previewer
- Implemented user authentication using MongoDB, Node, Express.js by utilizing JSON Web Token (JWT)

WorldWide Pen (JavaScript, HTML5, CSS3)   Live Site | Github
A JS incremental game that pits you against market forces. Your job is to make and sell pens - but as you earn more money, you get better and new ways to do the job.
- Incorporated localStorage to save user's data in the browser and persist even when the window is closed.
- Engineered unfolding layers of gaming complexity of game state changes that rely on Object-Oriented Programming
- Generated elements of automation that allow the game to be played even with fewer user actions
- Authored algorithms to generate a subsequent cost for upgrades to strike a balance between predictability and scalability

EDUCATION

App Academy - Immersive software development course with focus on full-stack engineering and computer science (Summer 2020)
San Jose State University - *BS - Business Analytics*   (Winter 2016)