KELLY SHAO

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SKILLS

Languages: Python, Javascript, SQL, HTML, CSS
Frameworks/Tools: React.js, Redux, Flask, Express, Sequelize, SQAlchemy, jQuery, PostgreSQL, Docker

PROJECTS

Varorant   (Python, Javascript, CSS3, HTML5, Flask, React.js, Redux, SQLite, Postgres)   live | github
Inspired by the Valorant homepage, Varorant is a full-stack website that focuses on user experience where users may submit tickets or media in the community
- Executed full-stack web development, with an emphasis on front-end features, browser manipulation, and cross-browser compatibility
- Implemented 2 major CRUD features of ticket and media within a 2-week timeframe, while engaged in the study of new skillsets related to the project
- Designed and implemented a photo lightbox and a randomized masonry layout purely from code using React.js

Ingenius   (Python, Javascript, CSS3, HTML5, Flask, React.js, Redux, SQLite, Postgres)   live | github
Inspired by Genius, Ingenius is a full-stack web application that allows users to provide annotations and interpretations of song lyrics
- Utilized extensive programming skills to develop the functionality of 4 core CRUD features, including tracks, comments, annotations, and upvotes
- Delivered engaging and visually compelling web designs with user-friendly UI that are cross-browser compatible and mobile responsive
- Planned out the project Kanban board for team efficiency, ensured an even daily distribution of tasks daily between 4 teammates

Meowbnb   (Javascript, CSS3, HTML5, React.js, Redux, Express.js, Sequelize, SQLite, Postgres)   live | github
Inspired by Airbnb, Meowbnb is an online booking platform that focuses on short-term homestays for cats
- Planned and implemented 2 features of booking and reviews, built from scratch from JavaScript and MySQL in the backend and CSS, HTML, React, and Redux in the frontend
- Developed a responsive web application within a 2-week time-frame

EXPERIENCE

Customer Success Manager
AlwaysHired   Sept' 2020 - May 2022
- Managing 10 key accounts at once, drove renewal and upsell business with $370,000 quota attainment per quarter, increased monthly account renewal rate by 93%
- Key member of executive-level escalation team that managed strategies and tactics for QA approval as well as de-escalating customer accounts, with additional responsibilities for handling at-risk accounts

Okta
IT Help Desk   Sept' 2016 - Aug' 2017
- Managed new hire software/hardware onboarding for all departments within the San Francisco office
- Compiled an inventory hardware list of all sites, totaling all the necessary information for audit and traceability purposes
- Served as a liaison between knowledge management and emerging technologies, identified and resolved technical difficulties for clients and internal employees

EDUCATION

App Academy   June 2022 - Present
- Immersive software development course with a focus on full-stack web developments