

# Kris Wen

Newark, CA, 94560

(510)-586-8818 / [wen.shaoju@gmail.com](mailto:wen.shaoju@gmail.com)

LinkedIn: [www.linkedin.com/in/kris-wen](https://www.linkedin.com/in/kris-wen)

## WORK EXPERIENCE

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**Management Information Systems Specialist, SIIG, Inc.** | Fremont, CA 1/2020 – Current

- Maintain all the responsibilities held under E-commerce Platform Specialist title.
- Design, create, and improve various Tableau reports for business operations and decisions.
- Design, develop, and improve tools and automation procedures to optimize company operations.

**E-Commerce Platform Specialist, SIIG, Inc.** | Fremont, CA 8/2017 – 12/2019

- Migrated, Customized, and continuously improved e-commerce websites in Magento platform.
- Setup Integrations between multi-channel IMS with online stores, accounting systems, and Tableau.
- Created various scripts and scheduled processes in replacement of manual interaction.
- Implemented scheduled jobs for data I/O, data transformation, and update to various platforms.
- Setup API calls for synchronized data from Amazon to our internal database for reporting purpose.
- Identified and improved e-commerce operation procedures and resolve operation issues.
- Deployed Android App to simulate the warehouse picking verification process.
- Provided prompt and knowledgeable internal IT supports (hardware/software) across all departments.

**IT Support Specialist, Worldwide Lighting Corp** | Hayward, CA 8/2014 – 8/2017

- Designed, created, and maintained automation processes in replacement of daily manual processes.
- Configured company's IT infrastructure and troubleshoot both hardware and software related issues.
- Provided on-site support to resolve any technical issues from technical and non-technical personnel.
- Setup and maintained automatic backup schedules for critical data.

**E-commerce Specialist, Worldwide Lighting Corp** | Hayward, CA 8/ 2014 – 8/2017

- Listed, maintained, and optimized over 1500 product data for best SEO performance.
- Accountable for building and managing relationships and data integrity with online partners.
- Analyzed sales performance and forecast inventory for re-order.

## SKILLS

### Technical Skills:

- SQL • PHP • HTML • CSS • JavaScript • C++ • C# • API • SSIS • VBA Script • JAVA • Android • CDN • SEO • EDI
- Automation • Google Apps Script • Hardware/Software Troubleshooting • Data Analysis • eConnect

### Technologies/Environments:

- Magento • Tableau • MS SQL Server • SQL Server Management Studio • Microsoft Azure • Cloudflare CDN
- G-Suite Admin • cPanel & WHM • Putty • WordPress • Shopify • Windows • Linux • FTP • QuickBooks
- Dynamics ERP • Google Analytics • Ecomdash • Mailchimp • HubSpot • Spiceworks

## EDUATION

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**Master of Science, Computer Science,** 2014

California State University - East Bay | Hayward, CA

**Bachelor of Science, Computer Science,** 2011

California State University - East Bay | Hayward, CA

Minor: Mathematics