Kris Wen

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WORK EXPERIENCE

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   8/2018 – 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 – 8/2018
- 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 – 8/2018
- 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

EDUACTION

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