

Kevin Wong

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WEB DEVELOPMENT EXPERIENCE

Homecook'd **June 2017 - Present**

<https://github.com/kwong2/homecookd>

Homecook'd is a Rails application that allows users to sell meals and reserve them.

- Actively building back-end using Rails.

Wyncode Academy **April 2017 - June 2017**

Languages	Ruby, JavaScript, HTML, CSS, SQL
Tech	Ruby on Rails, Bootstrap, Sinatra, jQuery
Soft Skills	Agile Methodologies, Public Speaking

EXPERIENCE

Zipcar Washington, D.C.

Member Services Specialist **January 2016 – August 2016**

- Among the top in Member Services in the country, resolving an average of 50 to 100+ tickets daily.
- Managed the D.C. Member Services Team to ensure quality and timely resolution within 24 hours.
- Provided guidance to management in addressing escalated member and logistical issues.
- Identified tech support requests and assisted the help-desk in resolving them.

Zipcar Washington, D.C.

Member Services Associate (MSA) **May 2014 - January 2016**

- Counseled other MSAs around the country in resolving advanced billing and technical issues.
- Assisted other departments to implement marketing promotions and vehicle maintenance.
- Compiled monthly reports to identify and recommend solutions to decrease service events.

Office of Congressman Tim Walz (D-MN) Washington, D.C.

Legislative Intern **August 2013 - December 2013**

- Wrote analytical memorandums on legislation and briefings.
- Drafted and edited press releases and outgoing correspondence.

Office of Congresswoman Debbie Wasserman Schultz (D-FL) Washington, D.C.

Intern **January 2013 - May 2013**

- Attended hearing/briefings and wrote summary reports for the appropriate legislative staff.

EDUCATION

Wyncode Academy – Miami, FL

Full Stack Web Development Boot Camp

University of Miami – Coral Gables, FL

B.A. International Studies, Minor: Business Administration

OTHER EXPERIENCES

Traveled back and forth throughout Europe, Morocco, and Asia from August 2016 to January 2017.