



PROFESSIONAL SUMMARY

*Web Developer proficient in JavaScript, React.js, Node.js, SQL, Python, HTML and CSS. Over five years of professional experience in product management, UX design, marketing, business strategy, and UI development. Passionate about building elegant user experiences, working with users and skilled teams, and furthering my developer skills. Currently attending **Bloc.io Full-Stack Web Developer** program to further enhance technical toolset.*

PROFESSIONAL EXPERIENCE

MILESTONE TECHNOLOGIES, FREMONT, CA, MAR 2017 – MAR 2019

PRODUCT MANAGER

Architected product and service offerings for a global IT managed services firm in direct partnership with C-level executives.

- Conceptualized, designed, and led new Artificial Intelligence product offering to elevate existing services.
- Identified and initiated new initiative to design and develop new Contact Center AI offering.
- Manage the RFP response process and materials to bid and win over \$80 million worth in contracts.
- Pioneer and execute market analysis projects to realign End-User IT Support and Customer Experience services to identify industries and target personas to design and align product and service offering to market needs.
- Conceive, design, and manage all pitch decks based on customer needs and unique audience requirements
- Designed and managed Customer Journey program to renew and expand 8 existing client engagements.
- Leveraged HubSpot to initiate demand generation projects aimed to streamline sales enablement and conversion.

HORIZON MEDICAL DEVICE CONSULTING, SANTA CLARA, CA, NOV 2016 – FEB 2017

WEB DEVELOPER / DESIGNER – FREELANCE

Worked with new medical device consulting startup to design and develop company website and branding.

- Designed and developed a company website using simple HTML, CSS, and JavaScript and deployed through AWS.
- Collaborated with founders to design a company logo and business cards.

FLYOSK, SAN FRANCISCO, CA, APR 2016 – MAR 2017

PRODUCT MANAGER

Directed all product, marketing, design, and development efforts for an online services startup dedicated to aviators and enthusiasts.

- Partnered with Founder to design the UX and UI of two mobile applications and the core web product.
- Led product reprioritization and redesign efforts to develop a viable e-commerce product focused on addressing user challenges by connecting licensed pilots with prospective riders for a sharing economy business model.
- Handled front-end UI updates and initiated a sitewide theming redesign.
- Formulated business strategy for 4 new revenue streams through market research and market trend analysis.
- Orchestrated the development of business strategy and model to enter the drone industry.

ACCENTURE, LOS ANGELES, CA, NOV 2014 – MAR 2016

TECHNOLOGY CONSULTING ANALYST

Product Manager; NOCD – User Experience Redesign Projects for an iOS app to help treat OCD patients.

- Led a product design team to deliver four agile UX and UI projects on schedule and within budget, receiving high client satisfaction.
- Redesigned the complete UX and UI of the iOS app consisting of over 80 unique screens and 5 codependent functions to improve aesthetic, user flow, ease of use, and guided functionality.
- Conceived and wrote over 100 user stories and managed backlog throughout feature design.
- Designer user workflow mockups for A/B testing and conducted user research interviews to identify user pain points.
- Collaborated with an overseas engineering team to develop final iOS product based on final design.

Project Manager, Red Bull Project - Photo Booth business development project to improve and globalize legacy product

- Integrated globalization and enhancement effort of a legacy photo booth system for Red Bull Photo Booth.
- Gathered, defined, and quantified functional and technical specifications on Simian.io for improvements and reduced technical debt to four codependent platforms.
- Utilized strong negotiation skills to secure and sell a \$500K+ contract to client stakeholders for enhancements and localization work.

Implementation Analyst, LA County Project - LRS

- Built, formulated, and implemented a welfare system for over 10,000 users at over 50 sites to succeed three legacy systems for the County of Los Angeles– LEADER Replacement System (LRS).
- Shaped and mobilized a team of 6 junior staff to rectify gaps in support from lessons learned by developing reference guides for all 10,000 end users.
- Created data analysis tools with Excel for tracking issues and readiness tasks for stakeholder status reports.

Training/ Testing Analyst, LA County Project - LRS

- Redesigned and overhauled 20 Web-Based Training (WBT) modules using Adobe Captivate; Composed over 40 function specific job aids to complement WBTs.
- Tested over 30 scripts, reported and tracked defects using HP Quality Center.

EDUCATION AND CREDENTIALS

BACHELOR OF SCIENCE (B.Sc.) IN CIVIL ENGINEERING, 2013

University of California, Berkeley, CA
Ballroom Dance Team- Member & Competition Manager

FULL STACK WEB DEVELOPMENT PROGRAM, 2019

Bloc – Curriculum: JavaScript, React.js, Node.js, SQL, HTML, CSS, Express

ADDITIONAL DEVELOPMENT:

Completed courses on Coursera for Python and Data Science; certifications available upon request.

TECHNICAL SKILLS

Languages	Front-End	Back-End	Database	Design	Collaboration
JavaScript	React.js	Node.js	PostgreSQL	Illustrator	GitHub
HTML	React Native	Express	Firebase	Experience Design	Asana
CSS	Material UI	Jasmine (Unit	MongoDB	Invision	Trello
Python	Bootstrap	Testing)			

General Platforms: Atom, Microsoft Office 365 (Word, Excel, PowerPoint, Visio, Teams), G Suite

Core Competencies: Product Management, Agile SDLC, UX and UI Design, Data Analysis, Marketing, Team Management

ADDITIONAL INFORMATION

Languages: English, Mandarin (bilingual)

Interests: Ballroom dancing, billiards, cooking, art & painting, tabletop games

References available upon request