

Herman Wan

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Dynamic engineer specializing in application development and modernization with a strong focus on React.js and user experience design. Proven ability to enhance operational efficiency through innovative solutions. Adept at collaborating with teams to drive technological advancements and improve customer support

Skills

Customer service | Software migration | Git | CI/CD | Agile | Frontline collaboration | React | React Redux | Javascript / TypeScript | User experience | Application modernization | Jira | CSS | HTML | Jest | Figma

Experience

VERIZON, Basking Ridge, New Jersey

June 2020 - December 2025

Engr III Cslt-App Dev, December 2023 - December 2025

- Executed ACSS service change modernization in collaboration with a six-member cross-functional team, improving deployment speed by 25%, and reducing service downtime incidents by 15%.
- Integrated Micro Front-End (MFE) architecture into the ACSS application, boosting modularity and code reusability by 40%, while cutting development turnaround time from 2 weeks to 5 days per release cycle.
- Reduced frontline cognitive load by 30% through the deployment of AI-driven enhancements within ACSS, including AI quote generation, call/contact summarization, and generative content creation tools, resulting in 10-15% faster case handling and higher agent satisfaction scores.
- Led the transformation of the Inside Sales application into ACSS, consolidating systems for 30,000+ sales representatives, and laying the foundation for retiring the legacy BAU sales model, projected to save \$250K+ annually in maintenance costs.

Verizon Leadership Development Program - Tech Engr, June 2020 - December 2023

- Led the transition from WebEx to BlueJeans, supervising a pilot across 1,600+ retail locations, and driving a nationwide rollout of the Video Assist platform - improving remote troubleshooting efficiency by 30%, and reducing customer resolution times by up to 5 minutes per case.
- Collaborated with over 200+ frontline employees to collect and analyze usability feedback, resulting in interface enhancements that boosted agent adoption rates by 25% and improved average customer support speed by 3 to 5 minutes per interaction.
- Partnered with cross-functional teams to migrate the Customer Service (ACSS) application codebase to React.js, achieving a 10% faster rendering time and enhancing application stability, maintainability, and scalability for 30,000+ daily users.
- Authored and implemented detailed tracking documentation for the Call Companion Project, ensuring 100% project traceability, improved cross-team communication, and clearly defined requirements to guide future feature development.

Websites & Social Links

- <https://github.com/leoherman>
- <https://herman-wan-personal-portfolio.vercel.app/>

Education

Bachelor of Science Computer Science

June 2020

University of North Carolina At Charlotte, Charlotte, NC