Louis Kim

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Currently enrolled in Web Developer Coding bootcamp through University of Washington, to be certified in May 2023. Ambitious candidate who has passion for problem solving and optimizing business process from a customer's perspectives and needs.

Technical and Soft Skills

pgAdmin, WP Admin, Kibana, Project Management, HTML, CSS, JavaScript, Node.js, jQuery, Bootstrap, Git, ZenDesk, Jira, Confluence, and Asana.

Experience

University of Washington Coding Bootcamp   Kirkland, WA
Front End Web Developer   October 2022-Present
- Cheers Check (Team Project)
  - A web application where alcohol enthusiasts can keep track of what's in their liquor cabinet.
  - Built with HTML, JavaScript, CSS, Sequelize, MySQL, bcrypt, Handlebars.js, and Anime.js.
- Weather Dashboard (Solo Project)
  - This application will show today's current weather data and the next five days weather forecast of the searched city.
  - Built with HTML, JavaScript, CSS and Third Party API's.
- Professional-README-Generator (Solo Project)
  - Based on specific questions answered by the user, a complete professional README file will be created based on those answers.
  - Built with JavaScript, and Node.js.
- All other projects can be seen in my Github Repository: https://github.com/louiskgkim

MoxiWorks (Real Estate Company Software)   Seattle, WA
Customer Success Representative II (Promoted in July 2022)   April 2021-Present
- Fully own moving product issues through our Unified Triage process (including consolidating reports from multiple sources), and finding opportunities to improve the efficiency and effectiveness of that process.
- Identify and triage key questions, issues, and roadblocks facing the company using your business acumen and experience.
- Serve as an important cross-functional liaison between MoxiWork's Product, Engineering, Business Development, and Operations teams.
- Develop expertise in the products I support and maintain up-to-date knowledge of MoxiWork's product and platform changes.
- Regularly engage with Engineers and Product Operation Managers, collaborating on ways to enhance or improve the customer experience.
- Solve sophisticated technical challenges to provide clear and accurate resolution paths on incoming tickets in accordance with SLA's.

Atomy America (Global Cosmetics)   Federal Way, WA
Customer Service Specialist   July 2020- April 2021

- Documented 60-70 emails/phone calls with customers to track requests, problems and solutions daily
- Consulted with customers to determine best method to resolve service and billing issues and created SOPs to mitigate common issues that were identified
- Reviewed customer interactions and activity reports and relayed customer feedback to marketing teams to optimize customer and employee experience

Windermere Real Estate South Sound Inc   Federal Way, WA
Real Estate Broker   August 2018- Current
- Assist in reviewing and delivering, disclosures and transaction documents with integrity before buying or selling property to clients
- Analyze housing markets and promote listings for residential and commercial properties for clients to streamline selling process
- Negotiate with sellers and buyers, create contracts and ensure adherence

Education

B.A, Digital Communication and Media/Multimedia, *University of Washington*
Certification in Data Analytics, *Coursera/Grow with Google*
The Complete SQL Bootcamp 2022: Go From Zero to Hero/Udemy
Coding Bootcamp 2022-2023, University of Washington