

# SIENG LY

San Diego, CA · lyhsien@gmail.com · (818) 923 - 7431 · siengly.com

## SKILLS

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Programming Languages: Python, Java, C/C+  
Web Technologies: HTML5, CSS, JavaScript, React, Angular, Vue.js, Node.js, Sass, SQL  
Tools: Photoshop, Figma, ServiceNow, Jira, Confluence, SharePoint  
Languages: English, Vietnamese, Cambodian

## WORK EXPERIENCE

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### Business Technical Support Analyst

*UCSD Parking and Transportation Services*

La Jolla, CA

Sep 2018 - Present

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Designed and implemented a customer relations management (ServiceNow) system across all transportation departments to improve customer response times by over 20%.
- Managed internal and customer stakeholder interests among various departments across different software products.
- Implemented an interactive analytic dashboard that interfaced with Cognos and our SQL database creating interactive data tables leading to better data-driven decisions.
- Created and maintained sites on SharePoint which are being used across all transportation departments as a collaboration platform.

## PROJECTS

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**Short Wayze** *HTML5, CSS, JavaScript, Bootstraps, JQuery* <https://short-wayze.herokuapp.com/>  
A web app that allows users to find shortcuts, report cops/construction around UCSD.

**Beat Maker** *JavaScript, CSS, HTML5* <https://sieng-beatmaker.netlify.app/>  
A beat maker app using Javascript, CSS, and HTML

**Colors Generator** *JavaScript, CSS, HTML5* <https://sieng-colorsgenerator.netlify.app/>  
Generate and save multiple hex colors at once

**Travelly** *JavaScript, CSS, HTML5* <https://sieng-travelwebsite.netlify.app/index.html>  
A smooth responsive travel and fashion website

**Todo List** *JavaScript, CSS, and HTML* <https://sieng-todolist.netlify.app/>  
A todo app with nice animations

## EDUCATION

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### University of California, San Diego

BS Cognitive Science - HCI, Computer Science Minor

La Jolla, CA

Sep 2018 - Jun 2020

### Los Angeles Pierce College

AA Computer Science

Woodland Hills, CA

Aug 2016 - Jun 2018