Sieng Ly

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Skills

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

UCSD Parking and Transportation Services — La Jolla, CA
Business Technical Support Analyst — 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

Short Wayze *HTML5, CSS, JavaScript, Bootstraps, JQuery*
A web app that allows users to find shortcuts, report cops and construction around UCSD.

Travelly *HTML5, CSS*
A travel agency website that offers affordable prices to travel.

Photography *HTML5, CSS, JavaScript*
A personal photography website.

Education

University of California, San Diego — La Jolla, CA
BS Cognitive Science - HCI, Computer Science Minor — Sep 2018 - Jun 2020

Los Angeles Pierce College — Woodland Hills, CA
AA Computer Science — Aug 2016 - Jun 2018