SIENG Ly

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SKILLS

Programming Languages:	Python, Java, C/C+
Web Technologies:	HTML5, CSS, JavaScript, React, jQuery, Node.js, Bootstrap, Sass, SQL
Tools:	Photoshop, Figma, ServiceNow, Jira, Confluence, SharePoint, Git
Languages:	English, Vietnamese, Cambodian (Khmer)

RELEVANT EXPERIENCE

Business Support Analyst   La Jolla, CA
University of California, San Diego   Sep 2018 - Present

- Designed and implemented a customer relations management (ServiceNow) system across all transportation departments which improved customer response time by over 20% within 2 months.

- 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.

- Answer user inquiries regarding computer software or hardware operation to resolve problems.

User Researcher & Web Developer, Short Wayze   La Jolla, CA
University of California, San Diego   Jan 2020 – March 2020

- Conducted user research & competitive analysis, guiding novel ideation.
- Created lo-fi & hi-fi prototypes, implementing user feedback with each iteration.
- Administered 3 user tests, improving prototype functionality and user experience.
- Developed the user interface using HTML, CSS, JavaScript, and Bootstrap.
- Presented the final product to 300 students and judges from tech industries.
- Tools used: HTML5, CSS, JavaScript, Bootstrap, NodeJS, jQuery, AJAX, Figma

PROJECTS

Beat Maker   https://sieng-beatmaker.netlify.app/
- An application that allows music lovers to create beats within a few clicks
- Tools used: HTML5, CSS, JavaScript, React

Colors Generator   https://sieng-colorsgenerator.netlify.app/
- An application that allows users to generate and save multiple hex colors at once
- Tools used: HTML5, CSS, JavaScript

EDUCATION

University of California, San Diego   La Jolla, CA
Bachelor of Science in **Cognitive Science Spec. Human-Computer Interaction**,   Sep 2018 - Jun 2020
Computer Science Minor

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