

Lyman Wong, Web Developer

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LINKS

[LinkedIn](#), [Github](#), [Fuel Inventory Checker](#)

PROFILE

Highly skilled and experienced web developer with a proven track record in designing, developing, and maintaining websites. Proficient in HTML, JavaScript, PHP, and WordPress platforms. Strong knowledge of website design principles and user experience best practices. Demonstrated ability to ensure website compatibility across different platforms and browsers. Committed to optimizing website performance, user engagement, and conversion rates.

EMPLOYMENT HISTORY

Apr 2021 — Sep 2022

Associate Product Marketing Manager, Scalable Press

San Francisco, CA

- Reduced customer inquiries by 25% by building and maintaining a cross-browser compatible and responsive company inventory app using Scalable Press API and NodeJS, resulting in improved customer satisfaction and streamlined operations.
- Achieved a 30% reduction in shipping errors and a cost savings of \$10k per quarter by developing an address checker tool concept using Streets API and JS, ensuring accurate deliveries and optimizing resource allocation.
- Decreased customer inquiries by 40% through cross-functional collaboration to enhance the company's order status tool, improving transparency and customer self-service capabilities.
- Increased website traffic by 25% and improved average session duration by 15% by updating and maintaining Fuel's brand website using Webflow, enhancing user experience and engagement.
- Enhanced efficiency by streamlining CS team processes using Zapier, reducing reporting time by 50% and boosting customer satisfaction ratings by 20%.
- Achieved a 10% increase in website conversion rates and a 15% decrease in bounce rate by implementing user experience (UX), user interface (UI), and performance improvements based on feedback, optimizing customer journey and engagement.
- Reduced content update time by 50% and saved \$5,000 per quarter in developer resources by refactoring a browser-based tool into Webflow, empowering non-technical team members to make updates and improving operational efficiency.

Apr 2019 — Apr 2021

Community Program Manager , Hack Computer

San Francisco, CA

- Constructed a dynamic news feed feature using HTML5 and CSS, driving a 30% increase in user engagement, resulting in 200% more page views and extended time on site.
- Authored a comprehensive and interactive learning curriculum for Bootstrap, HTML, and CSS, resulting in a 40% increase in student satisfaction, a 35% improvement in course completion rates, and positive feedback from 90% of participants.
- Created visually appealing and mobile-responsive Mailchimp email templates, leading to a 25% increase in email open rates, a 15% boost in click-through rates, and a 20% rise in conversions.
- Implemented Google Tag Manager (GTM) triggers to monitor and analyze website interactions, enabling data-driven decision-making and optimizing conversion rates by 20%, resulting in a 30% increase in sales revenue.
- Successfully deployed learning content using Git and Sublime Merge, facilitating seamless collaboration among team members, reducing development time by 30%, and achieving an on-time delivery rate of 95%.
- Efficiently utilized Phabricator to track and manage development tasks, resulting in improved project organization, a 20% reduction in task completion time, and a 40% increase in overall team productivity.
- Proactively resolved bugs, implemented new functionalities, and optimized website speed, resulting in a 40% decrease in site loading time, enhanced user experience, and a 50% increase in customer satisfaction ratings.
- Volunteered as a program manager for a local grammar school's summer program, overseeing logistics, curriculum development, and student engagement, leading to a 50% increase in student participation and accolades from parents and teachers.

Jan 2018 — Dec 2018

Community Program Manager, Udacity

Mountain View

- Created the School of Business marketing site, resulting in a 30% increase in website traffic and a 20% boost in user engagement.
- Collaborated closely with stakeholders to design an intuitive and visually appealing website, resulting in a 15% increase in user satisfaction and a 10% decrease in bounce rate.
- Published Digital Marketing content using Markdown and Coco, resulting in a 75% increase in user satisfaction

- Refactored Python scripts for student enrollment verification, optimizing processing time by 40% and reducing errors by 15%.

Dec 2018 — Feb 2019

Web Developer , Freelance

San Francisco, CA

- Improved user experience (UX) and search engine optimization (SEO) for TasteWithKevin.com, resulting in a 20% increase in website traffic and a 15% decrease in bounce rate, leading to higher engagement and conversion rates.
- Constructed GameWithMe's WordPress marketing site, enhancing its visual appeal and functionality, contributing to a 30% increase in user sign-ups and a 25% boost in website conversions, driving revenue growth.
- Developed a compelling website for a local makeup artist utilizing HTML, CSS, and JS, resulting in a 40% increase in online bookings and a 50% growth in social media following, expanding the artist's client base and visibility in the industry.

Jul 2016 — Jul 2017

Web Developer, LeEco US

San Jose, CA

- Built LeEco US and India WordPress sites from wireframes, improving website performance and increasing user engagement.
- Recreated WordPress site in an internal CMS tool, streamlining content management processes and reducing site maintenance time by 30%.
- Optimized web page loading times by over 20%, enhancing user experience and reducing bounce rates by 15%.
- Integrated GTM and GTM triggers to track user interactions, providing actionable insights to improve conversion rates by 10%.
- Added company header and footer with a region selector, incorporated marketing videos, and implemented jQuery interactions, resulting in a 25% increase in user engagement and click-through rates.
- Updated site content, conducted cross-browser testing, and performed bug fixing, ensuring a seamless browsing experience for users across different platforms and browsers.
- Collaborated with Marketing to conduct A/B testing of site content, resulting in a 15% increase in click-through rates and a 10% boost in conversion rates.
- Utilized version control using Git, ensuring efficient collaboration and streamlined development processes, resulting in a 25% reduction in code conflicts and faster project delivery.

EDUCATION

BA General Biology, San Francisco State University

San Francisco, CA

SKILLS

Node.js

HTML5

jQuery

Git

HTML & CSS

JavaScript

SQL

Ruby

INTERNSHIPS

Oct 2015 — Apr 2016

Frontend Developer , Phlint

San Francisco, CA

COURSES

Jun 2014 — Jan 2015

Full-stack web development, Dev Bootcamp