LYMAN WONG
WEB DEVELOPER

I'm a self-motivated life-long learner who is looking to join a team where I can integrate my past experiences to learn, grow, make meaningful things. I've contributed code to The Odin Project and mentor in Free Code Camp, but I'm looking to give back to the coding community on a larger scale as I continue to develop my skills.

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Education

Dev Bootcamp
Graduate Web Development
2015

San Francisco State University
Bachelor of Arts Biology 2012

Skills

Ruby, Ruby on Rails, JavaScript, Sinatra, ActiveRecord, SQL, Bootstrap, jQuery, AJAX, Heroku

Awards

Zynga - Chefville ·   2013
Employee of the Week x2
Studio award for excellence in
Community Management

Zynga - Cafe World ·   2011
Employee of the Week x3
Studio award for excellence in
Customer Support

Zynga - Customer Support · 2011
MVP
Department award for excellence in
Customer Support

Employment

LeEco US · Web Developer   May 2016 to Current
- Key contributor to the creation and launch of LeEco.com US-Chinese site
- Contributed to the integration of WordPress site into E-commerce platform
- Integrated Google Analytics, Optimize and Tag Manager to E-commerce platform and WordPress
- Volunteered and contributed to company experiment-measuring and tracking tool
- Contributed to the development and launch of the US and India WordPress sites
- Integrated new company header and footer to Wordpress site
- Webmaster for LeEco India and US WordPress sites
- Created QA process to review staging environment prior to release

Phlint, Inc. · Front End Developer   Oct 2015 to Apr 2016
- Created responsive blog pages from mockups
- Transformed static client-facing page to a responsive, mobile-friendly site
- Integrated Mixpanel, Google Analytics, new Favicon, video modal, and Facebook and Twitter APIs to the site
- Integrated MailChimp signup form into the footer and download page
- Created Phlint splash page
- Updated site content for Phlint and partner sites
- Legacy code optimization
- Perform cross-browser testing, debugging and bug fixing
- Worked cross-functionally to plan, define and implement website changes and functional improvements

Yerdle · Community Manager - Strategic Programs   May 2015 to Oct 2015
- 10% increase in user engagement with new email flow
- 10% reduction in ticket count by setting up Social Support
- Strategic management and reporting of Yerdle's existing sub-communities
- Cross-functional project management between Growth and Product teams
- Worked closely with our community volunteer moderators to ensure that our online spaces are engaging, safe, and fun
- Recognized and recruited new volunteer moderators

Projects

https://lyman-wong-angular.herokuapp.com/
My personal website made with Bootstrap, jQuery, and AngularJS.

https://vrypinteresting.herokuapp.com/
A Pinterest clone made with Rails 4.2, PostgreSQL database, and image hosting using AWS.

https://fakebookrails.herokuapp.com/
A Facebook clone created with Rails 4.2 with a PostgreSQL database. This project is ongoing.

https://pictureperfectbyivon.herokuapp.com/
A single page app made with Bootstrap, Sinatra, Pony, and Ruby.

https://gowo.herokuapp.com/
Made with Sinatra, an ActiveRecord database, Bootstrap, and Bcrypt.

Various Applications
Android projects - https://github.com/lymanwong/Android-Projects
Python projects - https://github.com/lymanwong/Python-Projects

Zynga · Associate Community Manager (Lead)   Jun 2013 to Jun 2013
- Received multiple awards for Customer Service and Community Management
- Designed multiple profitable in-game features as a part-time game designer
- Collaborated with Marketing to develop Community's marketing strategy
- Managed the company's most active game forum (30k+ posts per day) and Facebook App page with 60 million+ followers
- Co-developed a company-wide best practice between Community and CS to help prioritize bug fixes
- Assisted in creating new initiatives to increase customer self-service and first contact resolution
- Co-managed the ChefVille moderator group
- Analyzed and reported on trending queue volumes, support service levels, and ticket drivers

Zynga · Associate Community Manager   Jan 2013 to May 2013
- 20% increased in Facebook Fan Page reach
- Received the studio award for excellence in Community Management
- Authored tweets and Facebook posts to engage and encourage new sign-ups
- Analyzed and reported on weekly community data
- Managed up to 5 remote forum moderators
- Managed various support and community projects
- Handled all community responsibilities when the CM was unavailable

Zynga · Community Specialist   Aug 2012 to Jan 2013
- Recipient of the studio award for excellence in Community Management
- Designed a highly profitable in-game feature
- Managed the company's most active game forum (30k+ posts per day) and Facebook App page with 60 million+ followers
- Reduced 9-12 hours per week by creating off-hours moderator process
- Co-managed the ChefVille moderator group
- Co-produced and ChefVille's 'How-to' videos
- Authored and published in-game and forum announcements
- Collated, prioritized, escalated and drove bugs towards resolution

Zynga · Game Lead   Jul 2010 to Jul 2012
- Designed profitable in-game features for Cafe World and Bubble Safari (content, tuning, fiction, and art concepts)
- Given the department's "MVP" award and three-time recipient of the studio award for excellence in Customer Support
- Co-developed a company-wide best practice between Community and CS to help prioritize bug fixes
- Assisted in creating new initiatives to increase customer self-service and first contact resolution
- Created and executed the hand-off process to increase communication and efficiency
- Analyzed and reported on trending queue volumes, support service levels, and ticket drivers
- Trained and mentored new game leads