

LYMAN WONG

WEB DEVELOPER

Summary

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.

Contact

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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 · MVP 2011
Department award for excellence in Customer
Support

Projects

<https://lyman-wong-angular.herokuapp.com/#/projects>

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>

Employment

Phlint, Inc. · [Front End Developer Intern](#)

Oct 2015 to Current

- Work cross-functionally to plan, define and implement website changes and functional improvements
- Updated content for company and partner sites
- Created responsive pages with CSS, HTML, JavaScript, and jQuery from mock-ups
- Transformed static client-facing page to a responsive, mobile-friendly site
- Created site footer and splash page
- Integrated a new Favicon, a modal for video playback, Mixpanel, Google analytics, Facebook and Twitter APIs to the site
- Perform cross-browser testing, debugging and bug fixing
- Legacy code refactoring

Yerdle · [Community Manager - Strategic Programs](#)

May 2015 to Oct 2015

- 10% increase in user engagement with Unshopping 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
- Improved and developed new, engaging email content

Zynga · [Associate Community Manager](#)

Jan 2010 to Jan 2013

- Received multiple awards for Customer Service and Community Management
- Designed multiple profitable in-game features as a part-time game developer
- 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

Various, Inc. · [Customer Service Project Manager](#)

Jan 2007 to Apr 2010

- Managed and met various project deadlines
- Arranged and headed bi-weekly meetings with VPs to discuss weekly goals
- Created and maintained internal and external knowledge base
- Managed and drove customer suggestions into production
- Created and established the team handoff process to increase communication and efficiency