

# LYMANWONG

## WEB DEVELOPER AND COMMUNITY MANAGER

### 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

✉ [lymanwong@gmail.com](mailto:lymanwong@gmail.com)  
🌐 [lymanwong.com](http://lymanwong.com)  
☎ (415) 509-1409  
🐦 [lyman\\_g\\_wong](https://twitter.com/lyman_g_wong)  
in [lymanwong](https://www.linkedin.com/in/lymanwong)  
📺 [lymanwong](https://www.youtube.com/channel/UCv33333333333333333333)

### 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

Phlint, Inc. · [Front End Developer Intern](#) Oct 2015 to Current

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

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

### 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>

# LYMAN WONG

## WEB DEVELOPER AND COMMUNITY MANAGER

### 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 · [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 · [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

### 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

### TiVo · [Operations Coordinator](#)

Apr 2005 to May 2006, Apr 2005 to May 2006

- Developed and executed a new process to end and prevent future fraudulent activities
- Supported the TiVo Rewards process department
- Authored and executed training for new and current employees
- Processed and analyzed weekly and monthly reports for the Business Director

### TiVo · [Support Program Coordinator](#)

Jan 2000 to Jan 2002, Jan 2000 to Jan 2002

- Supervised a group of up to five members in the Lineup division
- Responsible for the accuracy of the satellite and cable channel lineups for the US
- Assisted in the development and implementation of the tools for Lineup division and Customer Support
- Created and implemented training courses for new employees
- Worked directly with VIP customers, various cable companies, and our database division to correct Lineup issues for the United States
- Provided excellent Tier 2 phone and Email technical support