

# MAI T. XIONG

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**SUMMARY:** Full Stack Web Developer with a bachelor's in psychology with experience in event planning, and project management. Recently earned a certificate in Full Stack Development from the University of Minnesota. Skills in HTML, CSS, JavaScript, and MERN and strengths in communication, teamwork, and meeting deadlines. With each project my aim is to find and understand new and innovative functions to make applications more efficient and progressive. Excited to use acquired skills to help facilitate, maintain, and grow with a web development team.

## SKILLS:

### Technical

- **Front-end:** HTML5, CSS, JavaScript, React.js
- **Middleware:** ExpressJS
- **Back-end:** Node.js, MySQL, MongoDB
- **Libraries:** Bootstrap, jQuery, ES6
- Microsoft Office Suite
- Concur, EFS, Chrome River, EPIC, GoogleFit

### Administrative

- Customer Service
- Coordinate inbound/outbound calls
- Administrative and managerial duties
- Support/Sales for major clients (Best Buy)

### Personal Attributes

- Efficient
- Organized
- Self-motivated
- Friendly
- Strong Decision-Making

## PROJECTS: **Fantasy Football Database**

- Utilized the fantasy football API for the points and player search features and MySportsFeeds API for the NFL schedule
- Application was created in VS Code using HTML5, CSS, Bootstrap, and JavaScript/jQuery
- Users are able to view and interact with 3 features: projected points, player search, NFL schedule

### **Module Planner**

- Full stack application that utilizes a MySQL database to store user login information and user inputs
- File structure created with the MVC framework
- Application allows users to create their own account and add a city to display the current weather once the user logs in; features include to-do list, water goal, and budget calculator.

### **SmarHealth**

- Full stack application that utilizes MongoDB to store user login information and GoogleFit

- HTML5, CSS, Bootstrap, Javascript, React, MongoDB, GoogleFit API
- Users are able to view their step count, heart rate, calories burned, body battery and view an activity tracker.
- Users have the ability to connect to their GoogleFit app to obtain their data from GoogleFit API

## **WORK EXPERIENCE:**

### **Executive Office and Administrative Specialist, January 2017 - present**

*University of Minnesota Medical School, Cardiovascular Division- Heart Failure Team, Minneapolis, MN*

- Provide administrative support to the Heart Failure team consisting of 8 physicians and 1 rotating Heart Failure Fellow
- Coordinated and organized Pulmonary Hypertension Consortium Spring and Fall, Advanced Heart Failure Shared Care Symposium, 40th Anniversary Heart Failure Transplant
- Assisted with the Adult Congenital Heart Disease accreditation application by acquiring required documents and compiled data needed
- Become adept at all new applications introduced, Chrome River, Works, and Qagenda, and help provide technical support to other fellow admins
- Maintain standing relationships with numerous Pharmaceuticals reps

### **Administrative Assistant/Office Manager, September 2014 - August 2015**

*AtriCure Inc, Minnetonka, MN*

- Supported VP of Research Development, VP of Human Resources, VP of Marketing, and CEO (*spreadsheets, reports, calendars, conference calls/meetings, interviews, I9's, budgets, powerpoints, expense reports, arranged travels, etc.*)
- Performed receptionist duties and assisted special clients and visitors to their needs
- Coordinated and organized company events (*Thanksgiving Lunch, Holiday Lunch, special events, etc.*)
- Stocked office supplies and break room essentials; researched on pricing options in timely and cost efficient manner
- Created a friendly-welcoming environment for entire office and visitors
- Handled all outgoing and incoming mail by printing labels and tracked packages for all national and international
- Resolved easy to difficult issues with quick and efficient solutions
- Coordinated and managed office building move to new building (*tracked and pointed out needed repairs, labeled items, moved and unpacked items to correct locations, etc*)
- Hosted and coordinated CPR class for office
- Assisted with hiring process for new employees

### **Supplies Sales Consultant/IT Assistance, June 2014 - August 2014**

*Kennicott Brothers Company, Roseville, MN*

- Analyzed and planned inventory orders and sales
- Oversaw, managed, and tracked clients' and customers' business orders and needs for small meetings & conferences to formal dinners, banquets and weddings
- Resolve major and minor issues for 150+ customers and clients for both on-site and off-site locations professionally
- Scheduled meetings with major, minor, and potential clients for new opening of location started and onwards from June 2014

- Rigorously pushed for sales to meet quota in a professional and kindly manner showing great customer service
- Advertised and recruited new customers and clients to help expand and grow the company
- Educated customers on supply products and expanded their knowledge
- Resolved IT issues and implemented software and program use

**Regional Coordinator/Team Lead, October 2013 – June 2014**

*BestMark, Minnetonka, MN*

- Processed and resolved major and minor issues for 200,000+ shoppers and interviewers for on-site location professionally
- Scheduled mystery shops and exit interviews daily for numerous shoppers and interviewers
- Oversaw and tracked the results and activities for Best Buy Exit Interview Team and GM Auto Study Team
- Rigorously push for sales to meet client deadlines
- Plan and complete mystery shops and exit interviews with minimal supervision
- Implemented software use, website navigation, and uploading forms
- Ensure compliance with BestMark integrity

**Manager/Florist, March 2008 – September 2013**

*Xiong Farm's, Portland, OR*

- Oversaw the daily performance of employees
- Advised and performed customer service standards and protocols
- Resolved 100+ customers and employee(s) issues for on-site and off-site locations
- Repaired and replaced flowers for bouquets, corsages, boutonnieres, bridal bouquets, and wedding arches
- Set-up equipment, ensuring proper installation of cables, canopies, tables, and signs
- Maintained records of daily data, communication, problems, action taken or installation activities in tracking system, invoices and receipts
- Conferred with employees and owner to establish ideas for new products and business cards
- Ensure compliance with keeping customers satisfied

**Cake Decorator/Customer Service, September 2009 – May 2013**

*Gustavus Adolphus Bakery, Saint Peter, MN*

- Acted and served as a resource to other student workers, students and staffs when dealing with difficult situations, and resolving issues
- Interpreted food service policies and resolved procedural questions for student workers and students/staffs
- Provided assistance to baking/cake decorating problems

**EDUCATION: Full Stack Web Development Certificate - March 2020**

University of Minnesota Coding Bootcamp, Saint Paul, MN

**BA Psychological Science - May 2013**

Gustavus Adolphus College, Saint Peter, MN

**References:** Available upon request