MICHELLE CHU

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MOBILE
(469) 855-9628

LOCATION
Austin, TX

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DATA ENGINEER
Umbel
May 2017 – Present

IMPLEMENTATION ENGINEER
Umbel
Feb 2015 – May 2017

IT BUSINESS ANALYST
The Hartford
Jul 2013 – Jul 2014

CONTRIBUTING WRITER
EDMTunes
Nov 2013 – Jan 2017

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I N T E R E S T S
MUSIC RESEARCHER and VINYL COLLECTOR
TRAVELER
COMMITTED VOLUNTEER at AGUA DULCE URBAN FARM

C O N N E C T
LINKEDIN   GITHUB
EDMTUNES   SOUNDCLOUD

PROFESSIONAL SKILLS	Customer support, Content creation/management, Incident management, Product management, Six Sigma yellow belt, Product training
TECHNICAL SKILLS	Python, Ruby, SQL, HTML/CSS, Scripting, Data analysis, Data hygiene, APIs, Django, Jira/Confluence

E X P E R I E N C E

- Triage client and incident requests, providing resolutions when possible or ticketing for platform engineers.
- Gather requirements, build, document, and maintain integrations with external APIs and applications (Ticketmaster, Policymap, Mailchimp, etc.) for data ingestion.
- Serve as a technical account manager for enterprise-level clients with highly complex, technical implementations.

- Manage technical onboarding and data ingestion for 75+ clients with responsibilities including data cleansing, custom reporting, data architecture consultation, and manipulation of large data sets.
- Guide clients through implementation, debuggins, and testing of Umbel's SDKs (JS, iOS, Android) and various integrations.
- Effectively communicate technical concepts to clients with a diverse range of tech understanding via written and spoken means.
- Create documentation on processes and train new clients and employees on the product.

- Mapped process flows for the major functionalities of the Customer Service Center site.
- Led weekly incident status update and prioritization meetings to serve as a liaison between the business and engineering teams.
- Analyzed support emails and presented UX recommendations.

- Contributed 260+ reviews, interviews, and general articles about electronic music with the site averaging 2 million pageviews a month.

E D U C A T I O N

DEV BOOTCAMP - October 2014 – New York City, New York
19-week, intensive web development program focusing on Ruby on Rails and JavaScript.

THE UNIVERSITY OF TEXAS AT AUSTIN - May 2013
Bachelor's Degrees: Multimedia Journalism, Management of Information Systems, and Business Honors. *Overall GPA: 3.86*

CHINESE UNIVERSITY OF HONG KONG - Fall 2011
International Studies for Business and Communications