

Serena Lew

San Francisco, CA

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EDUCATION

University of California, Riverside

Riverside, CA

Bachelor of Science in Computer Science

SKILLS & INTERESTS

Technologies: C/C++, Ruby, HTML/CSS, Python

Tools: VS Code, Unity, Blender, Salesforce nCino Customer Relationship Management, Zendesk, ServiceNow, Google Workspace, Office 365

JOB HISTORY

Jones IT

San Francisco, CA

IT Consultant

August 2022 - April 2023

- Fostered and maintained professional relationships with 5+ San Francisco-based companies by guiding them through endpoint security, completing onboards and offboards, and managing their systems.
- Collaborated with team members in providing remote services to 7+ Bay Area companies through hardware and software troubleshooting (switches, devices, printers, peripherals).
- Mastered support desk and system admin programs ranging from Zendesk, Jira, ServiceNow, Slack, Google Workspace, and Office 365.

University of California, Riverside

Remote

Instructor Assistant

Sept 2021 - March 2022

- Collaborated with the professor and 4+ team members to manage a class of 175+ students for an Embedded Systems course.
- Applied knowledge of C, conversion between C and programmable logic, and concurrent synchronous state machines.
- Improved student subject understanding through guidance and constructive feedback.

Code With Us

Remote

Instructor

March 2021 - August 2022

- Led a small class of students aged 5 to 12 years old in Scratch, Python, and C++.
- Formulated lesson plans tailored to each student to allow them to understand complex concepts in simple terms.
- Dedicated time to review code and provide thoughtful questions with each student
- Guided students to understand their projects by encouraging creative and innovative coding methods.

Bank of San Francisco

San Francisco, CA

Intern

June 2018 - Sept 2019

- Assessed risk management and board reports on special projects with the Chief Credit Officer and Chief Operating Officer.
- Provided underwriters due diligence reports by running credit and license checks on prospective and existing borrowers.
- Transferred and organized financial spreads into nCino, a Salesforce CRM platform.
- Systematized electronic loan file management by extracting and uploading loan documents onto nCino, the Salesforce CRM platform.

PROJECTS

Artr

Remote

Backend Developer

April 2022 - Present

- Collaborated with a team of 10 on a startup project using Ruby on Rails.
- Coordinated deadlines, launch date, and marketing efforts between backend and frontend.
- Troubleshooted coding errors, RESTful approaches, and platform and website hosting.