

## MICHELLE VONG

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[PORTFOLIO](#)

[GITHUB](#)

[LINKEDIN](#)

**SKILLS** JavaScript, React, Redux, Ruby, Rails, Docker, SQL, GraphQL, Apollo, HTML, CSS, MongoDB, AWS

## PROJECTS

**Player Meets Party** (MongoDB, Express, React/Redux, Node.js)

[live](#) | [github](#)

- Utilized keyframe animations for background transitions and used calculated percentages for smooth timed intervals.
- Leveraged Redux state management to simplify React components and directly manage form inputs and submissions.
- Created algorithms to dynamically display profile details and inject flavor text based upon their values.

**Meetin** (MongoDB, Express, React, Node.js)

[live](#) | [github](#)

- Implemented model level validations to check the username and password using the Validator.js library.
- Create date restrictions on event creations by creating validations to check if the date is within the allowed date range.
- Utilized mongoose findOneAndUpdate method to add users who're members of the group to attend events.

**Audio Sensory** (JavaScript, Web Audio API, Canvas)

[live](#) | [github](#)

- Created a modal to ensure a user gesture in order to create an audio context for the media element.
- Used keyframes for background animations to enhance the visualizations in conjunction with the audio.
- Utilized canvas to create dynamic animations using the frequency data directly from the audio.

**Chillabit** (Ruby/Rails, React/Redux, PostgreSQL)

[live](#) | [github](#)

- Created user auth by leveraging Bcrypt to salt passwords and backend APIs to create protected auth routes when logged in.
- Integrated Web Audio API with React/Redux to create seamless media playback for users.
- Connected Rails Active Storage to AWS S3 to manage image & audio files reducing overall server load.

## EXPERIENCE

**Fraud & Risk Associate**

IMVU

4/2016 – 1/2018

- Collaborated in redesigning the escalation process for the CS team and improving response time by creating forms to ensure important details are given, which reduces time spent asking clarifying questions.
- Protected users from account takeovers or identity theft by investigating unusual activity through IP or product gifting, and disabling the account until owner confirmation.

**Team Lead/Payments Operations Support**

Vaco for Google Payments

Nov 2014 - Apr 2016

- Reduced reporting time to 35% by automating how the data is processed.
- Onboard merchants onto the platform by creating and whitelisting accounts on the backend, and ensuring hardware is installed in the store front.
- Designed testing scenarios to improve the quality of the product by analyzing and providing feedback to the engineering team.
- Provide backup L2 support for Google Wallet Merchant Center by investigating and escalating account issues through email.

**Customer Service/Local Support Agent/Local Merchant Operations Associate**

Vaco/Randstad for Google My Business

Dec 2012 - Nov 2014

- Perform quality assessment by reviewing cases and identifying edge cases for process improvement, and providing feedback and coaching to improve agents overall performance.
- Provided technical support volume of 250+ calls and 150+ emails per day for Google Play; diagnosing issues for the Google hardware and advising the customer how to troubleshoot their device (95%+ customer satisfaction score).
- Assist merchants with their Google+ Local business page by investigating Google Maps backend to determine the root cause and taking action by escalating to the proper teams.
- Support merchants by reviewing their Google+ Local business page and optimizing for Google SEO.

## EDUCATION

**Software Engineering**

App Academy, 2019

- 1000-hour immersive full-stack web development intensive with < 3% acceptance rate.