

Annie Wu

anniew.xyz

anniewu2303@gmail.com • (626) 554-3734 • Los Angeles, California

EDUCATION

California State Polytechnic University, Pomona

May 2020

Bachelor of Science in Computer Science

3.3/4.0

- **Achievements** – President's List, Dean's List
- **Relevant Coursework** – Object-Oriented Programming and Analysis, Software Engineering, Computer Architecture, Graphical User Interface, Data Structures, Design and Analysis of Algorithms

EXPERIENCE

Freelance Technical Support

Jan 2018 – Present

Freelance

- Efficiently self-research and walk non-tech-savvy individuals through the troubleshooting process to provide in-depth technical support for software, hardware, and network-related issues by phone, chat, and in person.
- Assemble, upgrade, and repair custom PCs, install and repair Windows OS, configure BIOS and UEFI.
- Provide technical assistance for clients on assembly and initial setup of their PCs.
- Consult on home and office technology purchases to best serve client's needs and budget.

Insurance Assistant

April 2019 – April 2020

Smart Financial & Insurance Services

Rosemead, CA

- Transferred outdated database and label printing system to Microsoft Access.
- Assisted associates with supporting paperwork, digital and hard copy filing, and data entry as required.
- Responded efficiently to internal and external requests for information and prepared documents, policy information, and relevant files for additional handling by other associates.
- Oversaw incoming calls, assisted customers with inquiries, and passed messages to appropriate personnel.
- Efficiently ensured accuracy and timely issuance of client documentation including certificates of insurance, additional policy information, and invoices.

PERSONAL PROJECTS

anniew.xyz | HTML, CSS, JavaScript

July 2021

- Designed, developed, and deployed my personal website, a developer and photographer portfolio.
- Showcases frontend, backend, and ui design projects as well as an archive of all my blog writings.

[RNN Twitter Bot](#) | Python, Google Cloud Platform

Aug 2020

- Trained a Twitter bot with a recurrent neural network to generate text with Emily Dickinson's poems.
- Deployed on a Google Cloud Platform virtual machine instance to tweet newly generated text to the [@dickinson_rnn](#) Twitter account every hour.

[Calendar App](#) | Java, Spring Boot, Maven, MongoDB, Amazon Web Services

Sept 2019 – Nov 2019

- Worked in a team of 5 to create a web application using a Spring Boot backend framework and a React frontend that aggregates campus events for simple viewing and creates sharable calendar links.
- Constructed data access objects, service layers, and rest controllers for users, events, and calendars.
- Implemented REST API operations to manipulate and retrieve user, event, and calendar data as JSON objects in a MongoDB database.

SKILLS

- **Technical** – Git, AWS, GCP, Windows, Android, iOS, Computer Hardware, Troubleshooting, Technical Support
- **Languages** – Java, Python, HTML, CSS, JavaScript
- **Professional** – Fluent Chinese (Cantonese), Photography