Nicole Zhao

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🐙 nicolezhao

Skills

Development: Ruby, RoR, PHP, MySQL, JavaScript, Python, C++, Node.js, HTML5/CSS3, XML, Git

Design: Interaction design, Wireframes, User Sequence Diagrams, HCI, Workflow, Branding

Tools: Sketch, Illustrator, InDesign, Xcode

Experience

Front End Developer · Shopify

Sep 2017 – Dec 2017 · Toronto, ON

- Redesigned components on merchant dashboard with the goal of improving UX and gaining merchant trust
- Built features using **Ruby on Rails**, wrote unit tests, optimized performance, and integrated accessibility
- Decreased support tickets by 23%

Full Stack Web Developer · Viryl Technologies

Jan 2017 – Apr 2017 · Toronto, ON

- Led design and development of customer facing client portal from the ground up using **PHP** and **MySQL**
- Automated data collection between UI and hardware with **scripting** and PLC/Modbus protocol, increasing efficiency by **15%**
- Built front and back end of support ticket system from ideation to production, iteratively testing at every stage

UX/Website Manager · TEDx University of Waterloo

May 2017 – Present · Waterloo, ON

- Led design and development of web app and strategic marketing campaigns using data analytics

Business Strategy Analyst Intern · Skipmenu

Jun 2016 – Sep 2016 · Toronto, ON

- Determined the life time value of customer segments for potential clients and provided recommendations on optimal pricing, resource allocation, and subscription options

Projects

Plug – *Shopify Hack Days Champion*

- Built **React** web app that helps Shopify merchants market by engaging and conducting transactions with influencers

We Are One (WAO) – *Hackathon Winner*

- Built web app that analyzes abuse reports and provides help and resources based on severity and location

Notes by Nic

- Designed Android application that uses the bullet journaling technique to store and organize notes using **Java** and **XML**

BundleBot

- Built Facebook Chatbot that recommends outfits based on weather and location using **Node.js**

GreenQuo

- Built Android application which incentivized public transportation usage
- Optimized UX through user testing at every stage

Achievements

- **Shopify Hack Days champion** – 3,300 employees
- **Best Overall Hack** at StarterHacks – 250 attendees
- **Student Leadership Award** of Excellence
- **Keynote Speaker** at ThinkTank Markham

Education

Systems Design Engineering – University of Waterloo

- Data Structures and Algorithms, Design Systems and Society, Human Factors in Design, C++

Interests

Muay Thai, Body Percussion, Bouldering, Backpacking, Miniature Sculpting