Nikka Yalung

nedyalung@gmail.com || (310) 699-5021 || nikkaellayalung.com

github.com/nikkaella
linkedin.com/in/nikka-yalung

EXPERIENCE

Software Developer, Business Apps   **Mar 2022 – Present**
Fourth (FKA HotSchedules) || *Austin, TX (Remote)*
- Developed 5+ user-friendly **Zendesk** custom apps using **Node.js** and the **Zendesk API** within 3 months of joining
- Created an internal app that saved the company ~$100k a year by removing reliance on shared licenses
- Resolved 10+ tickets per day in a timely manner through efficient triaging of problems
- Created and maintained technical and system documentations on **Confluence** for 5+ in-house apps
- Maintained client-facing help center using **Handlebars, HTML, CSS** and **JavaScript**
- Created triggers and automations that triaged 1000+ tickets per week

Quality Engineer   **Dec 2020 – Aug 2021**
Qualitest, supporting Google || *Austin, TX (Remote)*
- Developed 20+ features for Google Search and increased user engagement through **A/B testing**
- Built 10+ user-friendly QA automation tools implementing **Google Sheets, Colab**, **Python3**, and **BigQuery/SQL** to pull and analyze data, which showed an 80% increase in number of operations per cycle
- Peer-reviewed 20+ production code projects using **Critique**, Google's **Git** system, **CodeSearch** and **CIDER**, Google's **codebase** and **repositories**
- Analyzed 100,000+ Google Search users' queries to train machine learning algorithms and create structured search outcomes that provided users with more organized results and enhanced UX
- Localized Google Search in 30+ languages and conducted research to verify facts and ensure Google Search results were within scope for structured outcomes
- Collaborated cross-functionally with the Google UX team to carry out 20+ text experiments on Google Search
- Designed and piloted 3 high impact projects and scaled to 30+ locales

Graduate Quality Engineer & Subject Matter Expert   **Dec 2019 – Dec 2020**
Qualitest, supporting Google || *Austin, TX (Remote)*
- Promotion to Subject Matter Expert within 9 months of joining
- Created and maintained data integrity of 500+ bugs and tickets on **Buganizer**, Google's ticketing system
- Generated 100+ detailed reports covering analysis of key data and outlining potential solutions
- Clearly and concisely presented 50+ weekly reports to 20+ Google stakeholders and project managers
- Trained 20+ new team members on analytical and data validation skills to increase support and productivity
- Facilitated 40+ projects within the Unified Media Platform team
- Transformed 10+ processes and procedures through automation to align with Google's strategic goal of 10x-ing to next billion users

Web Developer   **Oct 2020 – Jun 2021**
Ospi || *Venice, CA (Remote)*
- Designed and implemented 10+ time-sensitive graphics for upcoming events and promotions using **Photoshop** and **Wordpress plugins**
- Fixed 5+ server-side bugs and implemented enhancements using **PHP** that significantly improved website functionality
- Trained 5+ high-level executives on internal web functions, including steps on how to independently make minor updates and changes

PROJECT

Transactify || *HTML, CSS, JavaScript, PHP, API, Heroku*
- AJAX-ified web app that allows users to authenticate to an account, download existing transactions, and create new ones

Google UX Design Certificate || *ongoing*
- Focuses on foundation of UX design
- Taking it to complement my CS background
- https://grow.google/uxdesign

EDUCATION

University of California, Davis   **June 2019**
BS, Computer Science || Davis, CA
- Education abroad in Lund University, Sweden (Spring 2018)
- STEM Program, UC Davis Washington Program, Cyber Security Club, MK Modern Dance Team