

PAMELA HSU

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LINKEDIN: [/pamela-hsu](#) | GITHUB: <https://github.com/p-hsu> | PORTFOLIO: <https://p-hsu.github.io/portfolio-p.hsu/>

SUMMARY

Full-Stack Web Developer with experience in team management, customer relations, and community outreach. Passionate about developing innovative applications with a focus on UI/UX functionalities and accessibility as well as community related projects. Eager to engage in the ever changing web development world and add to my toolbelt to perform as a competitive asset. Dependable and efficient in a collaborative, solution-driven work environment.

TECHNICAL SKILLS

- **Languages:** HTML5, CSS3, JavaScript ES6+, SQL
- **Applications:** Github, MongoDB, noSQL
- **Tools:** React, Express, Node, Bootstrap, Materialize, Material UI
- **Currently Learning:** Next.js, Mapbox, WordPress CMS, PHP

PROJECTS

CHQF TNR Mapping Resource | [GitHub](#) | **project is ongoing**

- **Summary:** An interactive map/visual aid of cat colonies and associated resources for internal CHQF use
- **Role:** main author
- **Tools:** Next.js, Tailwind CSS, Mapbox GL JS, MongoDB Atlas

Growr | [GitHub](#) | [Heroku](#)

- **Summary:** A plant exchange app connecting green thumbs in the community.
- **Role:** main collaborator 1 of 5, team lead for geospatial components front and back end
- **Tools:** MERN, Material UI, multer-s3, AWS, GeoJSON data manipulation, Google Maps Geocoding API

Waggin Tag'em | [GitHub](#) | [Heroku](#)

- **Summary:** A canine "dating" app - find the furry friend you need for your dog!
- **Role:** main collaborator 1 of 3
- **Tools:** JavaScript, Node.js, NPM, Inquirer, File System, Express, Heroku, bcrypt, handlebars.js, multer, SQL/sequalize, dotenv, SweetAlert

BREW ME | [GitHub](#) | [Deployed link](#)

- **Summary:** A simple and user-friendly brewery locator application.
- **Role:** main collaborator 1 of 3

- **Tools:** HTML, CSS, Bulma, JavaScript, Open Brewery DB, Maps JavaScript API, Font Awesome

EXPERIENCE

Web Design Manager - Freelance

www.clairewrightphotos.com

AUGUST 2021 - SEPTEMBER 2021

Gaithersburg, MD 20877

Designed photographer portfolio website to client specifications using SmugMug platform. Conducted weekly reviews in remote setting throughout project lifecycle to implement changes based on client feedback. Advise and assist any issues or troubleshoot bugs via on call basis.

Lead Veterinary Technician

Carol House Quick Fix Pet Clinic

OCTOBER 2019 - PRESENT

St Louis, MO 63104

Supervise and support the surgery team of 4 - 6 people through daily procedures of a high volume, high quality spay and neuter clinic. Train new technicians on clinic protocol. Recognize, assess, and act on situations that may affect the work-flow. Participate in rotating emergency phone schedules to receive post surgery concerns and questions. Handle customer inquiries concerning but not limited to surgery appointments, program costs and eligibility, and general animal health both in person and over the phone.

Assistant Supervisor

Humane Society of Missouri

MAY 2019 - OCTOBER 2019

St Louis, MO 63110

Supervised and delegated cross departmental teams of 10 - 15 kennel, medical, and administrative staff to manage daily animal husbandry responsibilities. Responsible for onboarding new kennel technicians. Facilitated internal and client-facing conflict resolution. Primary point of contact with affiliated Animal Medical Center of Mid-America. Problem solved and proposed solutions pertaining to the operations of the Adoption Center staff and public.

Urgent Care Veterinary Technician

Friendship Hospital for Animals

NOVEMBER 2015 - APRIL 2019

Washington, DC 20016

Performed treatment plans and patient monitoring as overnight technician as part of a 6-person skeleton crew. Triage urgent and emergency cases. Received and reported patient cases between shifts. Managed communication and record keeping for patients moving between departments. Manage communication with pet owners regarding the condition and care of their pet both in person and over the phone.

Veterinary Technician Supervisor

Humane Rescue Alliance

AUGUST 2011 - NOVEMBER 2015

Washington, DC 20016

Facilitated cross-departmental training through workshops and compiled resources. Acted as liaison between Medical Director and other departments. Maintained all medical records in the shelter database. Reviewed and edited department SOPs.

Key Accomplishments:

- Co-created and co-managed medical foster program and cases between Medical & Foster Care Department
- Spearheaded project for ringworm management to educate and train medical staff and foster volunteers

EDUCATION

Certificate of Completion in Full-Stack Web Development — Washington University in St. Louis, St. Louis, Missouri

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node JS, MySQL, MongoDB, Express, Handlebars.js, and ReactJS.

JAN 2021 – JULY 2021

Bachelor of Arts in Biological Anthropology — *University of Maryland College Park*

Concentration in Medical Illustration

2007 – 2011

OTHER SKILLS & INTERESTS

- **Languages:** Native speaker in English and Mandarin Chinese
- **Professional Interests:** Data visualization and accessibility, geospatial data manipulation
- **Personal Interests:** Animal welfare, rock climbing, sustainability in outdoor industry, AAPI community & culture