

YI PING (PENNY), WANG

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ABOUT ME

A recent graduate with diverse global B2C and B2B sales and customer success experience. Skilled in both independent and collaborative project work, with proficiency in Python and JavaScript for driving innovative solutions and achieving team objectives.

PROJECTS

SPLITEZ (JavaScript, Python, ReactJS, AWS S3, Flask)

[github](#)

A financial web application allows tracking and splitting the expenses with group of people

- Included account creation feature enabling profile uploads. Established seamless integration between AWS and Flask backend to support image storing and retrieving.
- Built a comprehensive database using SQLAlchemy ORM and optimized queries to support feature data lookups.
- Built modularized codebase to support maintainability and reusability.

REMEMBER THAT FLASK (JavaScript, Python, ReactJS, Flask)

[github](#)

An application for to-do list management supporting create, modify, delete and grouping of items

- Collaborated with a team of 3 developers to successfully execute a group project. Facilitated the meeting to ensure all voices were heard and considered in decision-making processes.
- Adopt agile methodology on project, facilitating iterative development and improved collaboration among the team.
- Responsible for the quality control by reviewing and validating functionality on each feature iteration.

AutoBot DMV (Python, postgresQL)

[github](#)

A Discord-based tool interfaces with robots to find earliest renewal date in seconds

- Experience with integrating third-party APIs, ensuring successful and efficient data retrieval.
- Created a robot for effortless retrieval of relevant information on third-party platforms through interactive conversations.
- Implemented error handling mechanisms in code to eliminate wait times caused by server loading delays due to invalid user inputs.

EXPERIENCE

Software Engineer - Milpitas *Sporton International (USA) Inc.*

January 2024 -now

- Designed automated scripts and algorithms, leading to a 40% decrease in time spent on manual data organization tasks.
- Engaged in meetings with stakeholders to thoroughly understand their requirements and project objectives.

Customer Success Specialist *UL Solutions/ Booking.com*

July 2018 -May 2021

- Achieved a 90% customer satisfaction rating through attentive mediation and successful resolution of issues.
- Collaborated with finance and operations teams to ensure smooth order processing, fulfilment, and delivery.
- Participated actively in the initial stages of Salesforce adoption, offering valuable insights and feedback to improve the system's effectiveness in supporting sales operations.

Sales Program Specialist *Bureau Veritas*

July 2014 -September2017

- Implemented strategic initiatives to drive revenue growth, resulting in a 50% increase in revenue.

ACTIVITIES

Tax return Specialist volunteer - Seattle *United Way of King County -Tax Preparation Campaign*

January 2019 -April 2019

Tax return Specialist internship - Taipei *National Taxation Bureau of Taipei, Ministry of Finance*

April 2013 -June 2013

SKILLS

React.js, Redux, JavaScript, HTML5, CSS3, SQL, postgresQL, Python, Flask, Express.js, Node.js, Git, AWS, TDD, OOP, CRM systems, Rest API

EDUCATION

Immersive software development course with focus on full-stack web development - App Academy

May 2023

Global Business Program certification- University of Washington

2017 - 2018

BA Education (Bachelor of art in Public Finance and Taxation)- Takming University

2009 - 2013