

# YI PING (PENNY), WANG

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

## PROJECTS

**COUCHBOOKING** (JavaScript, ReactJS)

[live](#) | [github](#)

*An application inspired clone of AirBnB for online booking experience*

- Maximized code reusability and minimized management costs through the adoption of React components, utilization of React hooks, and integration of Redux.
- Enhanced user experience by designing frontend input check validation, eliminating the need to wait for server loading times due to incorrect inputs. Developed backend validation with clear error messages for easy issue recognition.

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

[live](#) | [github](#)

*An application inspired clone of Remember that milk for to-do list management*

- Collaborated with a team of developers to create a functional website by integrating JavaScript and Python for frontend and backend respectively
- Implemented Agile methodology on project, facilitating iterative development and improved collaboration among the team.
- Assumed a proactive role in the quality control process by personally reviewing and validating functionality before the final implementation, guaranteeing the delivery of robust and error-free software solutions.

**SPLITEZ** (JavaScript, Python, ReactJS)

[live](#) | [github](#)

*A financial application inspired clone of Splitwise that allows tracking and splitting the expenses with group of people*

- Established seamless integration between AWS and Flask backend store and retrieve images easily.
- Optimized database queries by building SQLAlchemy ORM many to many relationship tables to enhance flexibility and efficient querying process.

**DMV\_PROJECT** (Python, Discord.py)

[github](#)

*A Discord-based tool interfacing with robots to retrieve data from the DMV*

- 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.

## EXPERIENCE

**TIC Customer Success Specialist | Taipei**

*UL GmbH Taiwan Branch*

Aug 2019 -May 2021

- Managed the sales cycle by coordinating with different departments to build trust and enhance the customer experience.
- Participated actively in the initial stages of Salesforce adoption, offering valuable insights and feedback to improve the system's effectiveness in supporting sales operations.

**Customer Service Specialist- Bilingual | Seattle**

*Booking.com*

July 2018 -June 2019

- Mediated guest-partner concerns, achieving a 90% customer satisfaction rating through effective negotiation and resolution.

**Sales Program Specialist | Taipei**

*Bureau Veritas Consumer Products Service Group*

July 2014 -September 2017

- Grew sales revenue by 50% by coordinating a new project opportunity with the operation team, agents and customers.

**Project Manager Assistant volunteer | Milpitas Sporton International (USA) Inc.**

October 2021 -January 2022

**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

## EDUCATION

**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**