

# PENNY WANG

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[PORTFOLIO](#)

[GITHUB](#)

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## SKILLS

React.js, Redux, JavaScript, HTML5, CSS3, SQL, PostgreSQL, Python, Flask, Express.js, Node.js, Git

## 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.
- Designed frontend and backend validation to offer friendly experience to users and reduce server loading time.

### 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 both frontend and backend. Actively contributed to the development process and conducted thorough code reviews.
- Implemented Agile methodology on project, facilitating iterative development and improved collaboration among the team.

### 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 to enable users to upload the images.
- Optimized database queries by building SQLAlchemy ORM many to many relationship tables to enhance flexibility and efficient querying process.

## 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.
- Partnered with the account manager closely to collect market dynamics and deliver solutions to the customers as needed.
- Responsible for selling contracts with a value of \$ 4,000,000 - \$ 4,500,000.

### Customer Service Specialist- Bilingual | Seattle

Booking.com Customer Service

July 2018 -June 2019

- Negotiated and resolved concerns between guests and partners to reach the best solutions and achieve a 90% customer satisfaction rating.
- Deepened the relationship and enhanced brand awareness through promoting new functions and services.

### Sales Program Specialist | Taipei

Bureau Veritas Consumer Products Service Group

July 2014 -June 2017

- Grew sales revenue by 50% by coordinating a new project opportunity with the operation team, agents and customers.
- Prepared monthly sales forecasts, reported on performance, provided cost estimates, and issued invoices.

### Tax return Specialist volunteer | Seattle

United Way of King County -Tax Preparation Campaign

April 2019 -April 2019

### Tax return Specialist internship | Taipei

National Taxation Bureau of Taipei, Ministry of Finance

April 2013 -April 2013

## EDUCATION

Web Development - App Academy | Fall 2022

Global Business Program certification- University of Washington | 2017 - 2018

BA Education (Bachelor of art in Public Finance and Taxation)- Takming University | 2009 - 2013