

YI PING (PENNY), WANG

(408)917-0975 pennywang9990@gmail.com [PORTFOLIO](#) [GITHUB](#) [LINKEDIN](#)

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

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.

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.
- 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.
- 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 -September2017

- 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.

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 | Fall 2023

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

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