JENNY CHONG

jenny.soungme@gmail.com

WORK EXPERIENCE

TATA CONSULTANCY SERVICES Mar 2021 – Present

Kroger Co. | Operations Reliability Engineer July 2022 – Present

- Developed and presented over 30 detailed reports on incident trends and problem areas to stakeholders resulting in a 40% decrease in total number of incidents (PPT, Excel)
- Initiated and contributed to Major Incident (MI) calls and created tickets, engaging relevant teams quickly to keep TTR low (ServiceNow)
- Documented multiple Standard Operating Procedures (SOPs), MI's Root Cause Analysis (RCA), etc. and conducted Knowledge Transfers (KT) when needed
- Provided on-call support to internal employees, resolving 100% of issues in a timely manner so that business' Service Level Agreements (SLAs) were met

PRIVATE TUTORING Mar 2019 – May 2020

- Worked with 8-10 students from elementary school to college, tutoring introduction to programming
- Analyzed and debugged 5-8 programs weekly written by students and provided feedback (Python, Java, Scratch)
- Taught programming lessons one-on-one and in small groups, promoting productivity and learning at 2 schools

NETMARBLE

Marketing/UX Intern Sep 2018 – Nov 2018

- Contributed to major design decisions resulting in increase of company's worldwide user base to 35 million
- Presented research data and competitive analysis to executives and design teams for increased user satisfaction for 5 mobile games
- Conducted market research, UX research to grow company's Western reach resulting in more than half of revenue being from overseas

EDUCATION

UNIVERSITY OF CALIFORNIA, IRVINE 2016 – 2020

Bachelor of Science
- Major in Computer Science; Specialization in Information
- Relevant Coursework: Data Structures, Algorithm Analysis, Information Retrieval, Human Computer Interaction

PROJECTS

FitAssist (Java, Android Studio)

- Designed a fitness app for students with features including: food recommendations, fitness progress tracking and exercise predictions
- Interviewed target users on their pain points when using fitness related apps
- Conducted market research on competitors to improve user personalization by adding said features

For Each Alarming Reminder (Photoshop, Wix)

- Created a detailed design document for a horror game where you play a war veteran who wakes up from a coma in a post-apocalyptic world trying to figure out what led up to his coma
- Designed and produced a website, brochure, and trailer detailing main features of the game as well as our goal for its release
- Conducted research on how war veterans are treated in society as well as popular horror related games to show why this game was necessary

ADDITIONAL

Languages: HTML/CSS, Java, Python, C/C++
Technical Skills: Visual Studio, Microsoft 365
Other Skills: Adobe Photoshop, Procreate, Canva