

Ray Chung

CONTACT INFORMATION	340 N Hayworth Ave, Apt 308 Los Angeles, CA 90048	(510) 358-5635 raychung02@gmail.com
SUMMARY	Graduate of the University of California, Santa Cruz with a B.S. in Technology and Information Management and a B.A. in Computer Science. Background in solutions engineering and customer success seeking opportunities in front-end or support engineering.	
EDUCATION	University of California, Santa Cruz , Santa Cruz, CA <i>B.S., Technology and Information Management</i> <i>B.A., Computer Science</i>	2015
PROFESSIONAL EXPERIENCE	Jetlore, Inc. , San Mateo, CA <i>Solutions Engineer</i>	Jul 2016 – Oct 2017 <ul style="list-style-type: none">Directed the technical on-boarding of new clients alongside Account Managers and Customer Success. Created custom solutions for clients such as writing parsers for product feeds and scripts that provided real time data back to clients via our web dashboard.Created personalized product demos using HTML5, CSS and Javascript for potential customers and presented demos with Sales team during sales/pitch presentations via video conferencing or at on-site meetings. Demos can be found at http://demo.jetlore.com/.Maintained Javascript SDK by creating test cases using Jasmine, adding new API endpoints from our backend and debugging issues observed by clients.Troubleshooted and resolved problems with product integration by reviewing client-sided code and using tools such as Chrome Developer Tools, Postman and Charles Proxy.Provided efficient and accurate technical guidance to multiple corporate clients on a daily basis to ensure that Javascript, iOS and Android SDKs were properly integrated and that issues were resolved in a timely manner.
	iSmart Alarm, Inc. , Sunnyvale, CA <i>Marketing Analyst</i>	Oct 2015 – Jun 2016 <ul style="list-style-type: none">Acted as liason between Engineering, Marketing and Sales teams during website redesign project. Effectively communicated technical requirements and specifications to web development team while ensuring marketing and sales goals were understood.Coordinated with Design/UX, Marketing and Sales teams to create front-end deliverables such as strategic user stories, user journeys and flows and wireframes.Developed and managed Indiegogo and Kickstarter campaigns for new product launch, raising over \$450,000 total.Created reports from customer feedback and analyzed data that aided in decision-making processes for product development, web development, social media and marketing strategy.
	Industrial Technology Research Institute , Hsinchu, Taiwan <i>IT Engineer Intern</i>	Jun 2015 – Sep 2015 <ul style="list-style-type: none">Provided Tier 1 and Tier 2 internal on-site and remote technical support by troubleshooting software and hardware issues for 1000+ employees.Supported engineer applications by monitoring AWS EC2 instance health and disk space.Configured web servers and installed/updated SSL certificate for secured HTTP.Reorganized and updated existing knowledge base, ensuring that technical documentation was up to date and easy to navigate.
SKILLS	<i>Languages:</i> Javascript (ES6), HTML5, CSS3, MySQL, Scala <i>Software/Tools:</i> Git, Node, React, Webpack, Babel, Cassandra, MongoDB, Chrome Developer Tools, Charles Proxy, JIRA, Zendesk	