Ray Chung

CONTACT
INFORMATION

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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 technical opportunities that focus on support engineering, project management and client engagement.

EDUCATION

University of California, Santa Cruz, Santa Cruz, CA   **2015**
B.S., Technology and Information Management
B.A., Computer Science

PROFESSIONAL
EXPERIENCE

Jetlore, Inc., San Mateo, CA

Solutions Engineer   **Jul 2016 − Oct 2017**

- 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.
- Wrote scripts in Scala used by internal teams to retrieve necessary data for monitoring client statistics, checking database/instance health, finding points that can be used to upsell clients.
- Troubleshooted and resolved issues observed by clients using tools such as Chrome Developer Tools, Postman and Charles Proxy.
- Created personalized product demos for potential customers and presented demos with Sales team during sales/pitch presentations via video conferencing or at on-site meetings.
- 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.

iSmart Alarm, Inc., Sunnyvale, CA

Marketing Analyst   **Oct 2015 − Jun 2016**

- Coordinated with Web Development team to ensure marketing and sales campaigns involving website changes are effectively communicated and completed in a timely manner.
- 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.
- Liased with brands and influencers for promotional opportunities and coordinated with internal and external parties to ensure excellent execution of campaigns.
- Addressed and resolved customer service tickets on Zendesk to grasp a better understanding of company products and customer needs.

Industrial Technology Research Institute, Hsinchu, Taiwan

IT Engineer Intern   **Jun 2015 − Sep 2015**

- 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

Languages: Javascript, HTML5, CSS3, MySQL, Scala, Unix

Software/Tools: Git, Cassandra, MongoDB, Chrome Developer Tools, Charles Proxy, IntelliJ, JIRA, Jenkins, Sumologic, Datadog, Basecamp, Asana, Google Tag Manager, Zendesk