ROBIN M. DUONG

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ChimeraCreativeLabs.com

PROGRAMMING SKILLS

Front-End		Server-Side	Back-End	Other	Tools
React	Axios	ASP.NET	SQL	Version Control	Visual Studio
JavaScript	jQuery	C#	TSQL	OOP	VS Code
HTML5	Ajax	.NET Core 3.1		Agile/Scrum	SQL Server Studio
CSS3	Bootstrap 4	ADO .NET		Git	Postman

EXPERIENCE

Web Designer (WordPress)
Acute Data Systems, Inc.
September 2020 – Present
Garden Grove, CA

- Redesigned and modernized WordPress-based website with Elementor Pro page builder plugin, building 6 affiliate sites for various accounting, business, and CRM programs.
- Generated custom dashboards, tables, and charts in Zoho Analytics using T-SQL queries.
- Built custom-made A/R aging reports for clients using Sage 100 and SAP Crystal Reports.
- Co-branded white papers, and uploaded files to website via FileZilla FTP application.
- Optimize website for organic search engine marketing by adding missing meta descriptions through Yoast marketing WordPress plugin.
- Manually repaired 100+ broken links on website in 5 days using Site Checker website crawler.
- Technologies: MS SQL Server Studio, Zoho Analytics, WordPress, Elementor Pro WP Plugin, Adobe Illustrator, Sage 100, SAP Crystal Reports, FileZilla, AnyDesk, Remote Desktop, MS Teams

Full-Stack Web Developer
WebMall
May 2020 – August 2020
Culver City, CA

- WebMall is an e-commerce platform that allows brands to livestream sales events, and engage with customers on a single dynamic, easy-to-use portal.
- Improved user journey by building dynamic user dashboard that features abandoned shopping cart items, recommended products, and upcoming live product demos.
- Facilitated vendor-client conversations, and simplified event scheduling by creating schedule availability page that allows vendors to post their availability for live video calls.
- Created dynamic pages using third-party React libraries, such as Formik (form validation), Yup (data validation), and Moment (for datetime formatting).
- Produced a single-page application, utilizing state management and React Router.
- Participated in daily scrum, and followed Agile and version control best practices.
- Technologies: C# .NET Core, React, multi-tiered SQL procedures with primary and foreign keys.
- Software: VS .NET, VS Code, MS SQL Server Management Studio, Git, Postman

Staff Accountant   Jun 2019 – May 2020
Maris Collective Inc (formerly Seaside Luxe, LLC)   Santa Monica, CA
- Completed inventory, consignment, prepaid inventory, and trunk show invoicing for high-end luxury retail company with 20+ stores and exclusive business contract with Four Seasons Resorts.
- Resolved vendor inquires (200+ emails/day) and entered invoices (50+ new invoices/day).
- Optimized A/P process by implementing and enforcing three-way matching for 9 stores.
- Reduced monthly bank reconciliations to 30-60 minutes using Excel Solver and VLOOKUP.
- Generated detailed A/P report in Excel spreadsheets for CFO and CEO twice a week.
- Assembled hard-copy payment for auditors (70+ sales receipts per voucher).

Accounts Payable Specialist   Feb 2018 – Jun 2019
Allergan, PLC   Irvine, CA
- Generate ad hoc expense reports, perform timely reconciliations, and provide supporting documents to PwC auditors.
- Performed monthly bank recs ($1.1 million/month) and credit card recs ($127k/month).
- Created 140-page Accounts Payable Specialist Guidebook with 75 SOPs (Standard Operating Procedures) and 137 annotated screenshots.
- Recovered €4.9k ($5.5k USD) when bug on vendor's website caused 5 duplicate charges.
- Verified three-way matching prior to paying invoices (600 invoices, $820k/month) in NetSuite.
- Generated semimonthly expense reports for 4 U.S. sales directors in PivotTables for CEO.
- Automated expense coding by assigning default expense account and net terms to 384 vendors.
- Expedited bill payments, and reduced waste by converting 59% of vendors to ACH payments.
- Reduced manual data entry by creating and importing ACH payment templates for 226 vendors.
- Investigated shipping, billing, and inventory discrepancies; and resolved errors with warehouse.
- Reviewed A/R report and collections; and generated and billed SOs (1.2k orders/month).
- Collected and filed W9 forms, corrected 1099-MISC form errors, and sent revised 1099s to IRS.
- Completed California resale certificates, and paid quarterly health and legal regulatory fees.
- Reviewed and approved expenses daily for 33 sales representatives in SAP Concur.

Digital Marketing Analyst (SEO)   Dec 2016 – Mar 2017
DISQO   Glendale, CA
- Built and managed Google Ads account for online market research company with population of 5.3 million identity-verified research participants.
- Led web development and design teams in creation and A/B testing of new landing page, achieving 180% increase in average campaign conversion rate.
- Saved $1,500–2,100/month by blocking inefficient, low-conversion keywords and ad placements.
- Decreased CPC (cost-per-click) by 55–77% per ad campaign by writing improved ad copy.
- Generated $350–500 revenue/day by increasing campaign keyword conversion rate by 35%.
- Boost campaign quality score from 3 to 5, and account health score from 68% to 95%.
- Automated hourly bid adjustments, and organized data into daily e-mail reports with Ads scripts.
- Software: Google Analytics, Google Ads Editor, MS Excel (Solver, macros, VLOOKUP)

EDUCATION

University of California, Berkeley   Berkeley, CA
Bachelor of Science, Environmental Economics and Policy / English Minor