ROBIN M. DUONG

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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

Full-Stack Web Developer   May 2020 – August 2020
WebMall   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 (over 200 emails per day) and entered invoices (up to 50 new invoices per day).
- Optimized A/P process by implementing and enforcing three-way matching procedures for 9 U.S. and Anguilla stores.
- Performed monthly bank reconciliations using Excel Solver and VLOOKUP.
- Generated detailed A/P report with Excel for CFO and CEO twice a week.
- Assembled hard-copy payment vouchers for check and wire payments for auditors (up to 70 receipts per voucher).

Accounts Payable Specialist

Allergan, PLC

Feb 2018 – Jun 2019
Irvine, CA

- Generate ad hoc expense reports, perform timely reconciliations, and provide supporting documents to PwC auditors.
- Performed monthly bank reconciliations ($1.1 million/month) and credit card reconciliations ($127k/month).
- Created 140-page Accounts Payable Specialist Guidebook with 75 SOPs (Standard Operating Procedures) and 137 annotated screenshots.
- Detected discrepancy and 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 paper waste by converting 59% of vendors to ACH and wire payments.
- Reduced manual data entry by creating and bulk-importing ACH payment templates for 226 vendors as CSV file.
- Investigated shipping, billing, and inventory discrepancies; and worked with Warehouse to resolve errors.
- Reviewed A/R report and collections; generated and billed SOs (1.2k orders/month); and processed payments.
- 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)

DISQO

Dec 2016 – Mar 2017
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 per 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