

# Annie Wu

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## WORK EXPERIENCE

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### Popmenu

Sept. 2021 – Present

#### Client Support Specialist

El Monte, CA

- Establish trust and confidence in B2B relationships with restaurateurs by delivering a consultative approach to support them in achieving ROI and best practices on their restaurant website through SEO, online ordering, food delivery integrations, contactless menus, and automated marketing using our cloud-based platform.
- Develop a strong knowledge of current and emerging SaaS solutions and third-party partners and integrations.
- Consistently maintain at least 90% customer satisfaction rates and attained a 96% score average in Q4 2021.
- Provide knowledgeable technical support and root cause analysis and collaborate with team members and clients as required to resolve requests/issues in a timely manner and ensure the proper documentation, notification, escalation, tracking, and follow-up of all incidents.

### Freelance

Jan. 2018 – Present

#### Technical Support Consultant

El Monte, CA

- Efficiently self-research and walk non-tech-savvy individuals through the troubleshooting process to provide in-depth technical support for software, hardware, and network-related issues by phone, chat, and in person.
- Assemble, upgrade, and repair custom PCs, install and repair Windows OS, configure BIOS and UEFI.
- Consult on home and office technology purchases to best serve clients' needs and budgets.

### Smart Financial & Insurance Services

Apr. 2019 – Apr. 2020

#### Insurance Assistant

Rosemead, CA

- Responded efficiently to internal and external requests for information and prepared documents, policy information, and relevant files for additional handling by associates.
- Oversaw incoming calls, assisted customers with inquiries, and passed messages to appropriate personnel.
- Assisted associates with supporting paperwork, digital and hard copy filing, and data entry as required.

## PROJECTS

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### [anniew.xyz](http://anniew.xyz) | HTML, CSS, JavaScript

- Designed, developed, and deployed my personal website, a developer and photographer portfolio.
- Showcase UI design and social media bot projects as well as some of my best photos taken over the years.

### Instagram Like & Comment Bot | Python, Selenium

- Increase users' Instagram interactions by 20% through developing a script to automate logging in, going through posts in hashtag(s), and liking/commenting on them based on a customizable set of criteria.

## EDUCATION

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### California State Polytechnic University, Pomona

May 2020

#### Bachelor of Science in Computer Science

Pomona, CA

- GPA – 3.3/4.0
- Achievements – President's List, Dean's List
- Clubs – sheCodes, PolyLens

## SKILLS

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- **Technical** – Git, AWS EC2, GCP VM, Windows, Android, iOS, PC Hardware, Troubleshooting, Technical Support
- **Languages** – Java, Python, HTML, CSS, JavaScript
- **Professional** – Fluent Chinese (Cantonese)