

## Joel Sheng

874 Louise Dr. • Sunnyvale, CA 94087 • joel.s.sheng@gmail.com • (408) 412-2500 • joelsheng.com

### Experience

#### Uniqlo

Milpitas, CA

#### Retail Sales Associate

September 2019 – February 2021

- Provided excellent customer service and shared extensive product knowledge. Received over 30 thank-you cards and other feedback for work appreciation.
- Supported team and delivered on objectives, reaching A rank, the highest store standard whenever possible.
- Communicated effectively by updating management on task status and providing 100% daily VOS (voice of store) surveys for customer opinions, store operations, and product suggestions.

#### Amazon

Sunnyvale, CA

#### Prime Now Associate

April 2017 – July 2017

- Collaborated with team to organize and prepare shipments for processing with zero delay.
- Maintained a clean and efficient working environment by organizing equipment and prioritizing with team.
- Fulfilled all customer orders in a fast paced environment using tools to assist workflow optimization.

### Leadership & Activities

#### Psi Chi Omega

#### New Member Educator

March 2019 – June 2019

- Created curriculum and delivered weekly speeches about the organization's cultural significance, values, and relation to Asian American history.
- Coordinated logistics to manage teaching events 2x/week. Supervised and facilitated participation of 10 actives.
- Pioneered communication and organization techniques leading to active house size growing over 2x and supporting the growth of new class sizes to 3x.

#### EZOrg Transcript Organizer

#### Team Member

March 2018 – June 2018

- Built social website with 4 member team using Web2py and Vue.js to help users find classmates using transcripts.
- Designed relational database system to handle multiple tables of users, organizations, and classes.
- Created web scraping module with Python library Scrapy to query UCSC class search website and capture information from over 1300 classes.

#### Elevate Self Improvement App

#### Product Owner, Team Member

September 2017 – December 2017

- Developed an Android app with Java and Firebase to track habits and mood. Implemented 5 core features.
- Acted as product owner for 5 member team. Followed Scrum to deliver 16 user stories across 4 sprints.
- Applied agile development, design pattern, and clean code concepts to successfully launch product.

### Education

#### University of California

Santa Cruz, CA

#### Bachelor of Science, Computer Science

June 2019

#### Dean's Honors

Maintained GPA in the top 15% of students in the Jack Baskin School of Engineering for three consecutive quarters. Achieved full marks (A+) in the Introduction to Programming and Data Structures courses.

#### David S. Lee Scholarship

Nominated by faculty for academic achievement and bringing diversity of experience to the engineering community.

### Skills & Hobbies

**Technical:** Java, C, C++, JavaScript, Python, HTML, XML, MATLAB, PostgreSQL

**Management:** Agile, Scrum, Kaizen Method, 5S Method, Zen'in Keiei

**Hobbies:** Reading, Fitness, Martial Arts, Piano, Snowboarding, Skateboarding