

## EDUCATION

University of California, Riverside

June 2015

Bachelor of Arts - Business Economics

Software Engineering Certificate - General Assembly

Dec 2018 – March 2019

## Boba Origin

Hacienda Heights

Founder

July 2020 – August 2023

- Operated, designed, social marketed, and every aspect of an E-commerce website bobaorigin.com and its products
- Invent unique, cute boba accessories and art from the ground up, turning ideas into reality
- Communicated in Mandarin with Overseas manufacturers and freight forwarders
- Created social campaigns, promotions, advertisements, newsletters, collaborate with influencers, and giveaways
- Manage multiple Ecommerce listings (Amazon, eBay, Etsy, own website); scaled to 215k revenue in 1 year
- Manage wholesale accounts for retailers across the USA; ensure partner retailers profit off our unique merchandise
- Fast, efficient customer service through emails and text

## USA Hazmat

Orange

Software Engineer and IT Technician

July 2019 - March 2020

- Used VueJS, Nuxt, Bulma, and Vuex to code the front-end social media website Skryit.com, connecting to a Django back-end; created various other websites such as ncs51.com and twqcinc.com with Wordpress
- Troubleshoot technical hardware and software issues, including Microsoft Office, SAP, Google Chrome, Adobe applications, printers, network routers, computer setups, Windows, iOS, Android devices, and peripherals
- Provide technical support via phone, email, and remote assistance tools to end-users.
- Perform equipment installations, upgrades, and configuration as required; maintained inventory

## DNA Motoring Inc.

City of Industry

Shipping Clerk

June 2017 – November 2018

- Saved the most money by choosing the best carrier to print shipping labels; needed extreme attention to detail
- Kept organized shipping records, including statements of origin, shipping costs, products shipped, and receipts via Shipstation
- Troubleshooted shipping issues, customer service

## Taiwan Treat

Hacienda Heights

Founder

October 2015 – October 2017

- Operated, designed, social marketed, and all aspects of an E-commerce website taiwantreat.com and products
- Effectively communicated, managed, and order supplies from multiple vendors and distributors
- Created social campaigns, promotions, advertisements, newsletters, and product launches
- Maintained blog of interesting news about Taiwan on the Wordpress platform
- Kept orderly Accounting and bookkeeping
- Order processing, picking, packing, and promptly shipped out packages
- Provided fast and excellent customer service through emails

## DecorArts International Corp.

Chino

E-Commerce Assistant

December 2015 – October 2016

- Heavy data entry: managed Amazon & eBay accounts and listings; updated, deleted, and added new products using Excel
- Managed multiple social media channels and marketed via through high-profile influencers
- Customer service: provided excellent service through the phone and emails; processed refunds