

STEVEN XU

Technology Management | Software Entrepreneur

Goleta, CA
✉ steevenxu@gmail.com
🔗 linkedin.com/in/stevenxuu
📞 (209) 373-9218

EDUCATION

University of California, Santa Barbara (August 2018 - June 2022)

B.S. in [Psychology & Brain Sciences](#)
Certificate in [Technology Management](#)

Relevant Courses: Business Management; Fundamentals of Business Strategy; Issues in Technology, Business, & Society; Business & Administrative Writing; Macro & Microeconomics; Principles of Marketing; Social Psychology & Cognition; Applied Statistics and probability

SKILLS

[Technical](#): CRM, VM Control, Microsoft Office, Google Suite, Salesforce, Intranets

[Programming](#): Python, SQL, C++, Js, R, APIs

[Language](#): English (native), Mandarin (fluent)

EXPERIENCE

IT & Programming & Regional Sales Assistant / [iCRco](#)

October 2019 - February 2020 | Santa Barbara, CA

- Expedited the optimization of computed and digital radiography software by diagnosing company softwares' malfunctions and assisting clients directly through server applications
- Maintained healthy customer relations through exercising sufficient checkup and update request to ensure that customers are understanding our products and fully utilizing them to best assist patients
- Executed 30 indirect sales bringing in \$45,000 in revenue through patented devices, equipment parts, and product registration mainly in US and Latin American regions

Materials Engineer Overhead, Software Developer / [Inovati](#)

June 2019 - October 2019 | Santa Barbara, CA

- Conducted in-lab research on various metal-carbide compositions through operating various machines like centripital accelorator, Supersonic partical subtration machine, and solidworks hardwares
- Communicated with business leaders and senior engineer to stay up to date, made sure that deadlines are met and concerns from all ends are heard. Practiced product management skills through developing professional communication
- Managed company's accrual records of monthly spendings and revenues through bookkeeping practices

Technical Account Manager / [Yardi Systems](#)

Jan 2021 - March 2022 | Goleta, CA

- Provided clients with technical support and industry knowledge to effectively manage their accounts payable processes via Yardi's PayScan module.
- Created ad hoc queries to gather information and requirements to assist external clients with technical and data issues. Created, tested and modified SQL packages to resolve data issues or make enhancements to the client's database.
- Provided PM companies with software usage consultations at various North American sites with the largest session being attended with 40 attendees, onboarded over 1,200 users to date onto Procure to Pay software solution, and acted as the main point of contact for clients as well as internal software-related issues.

PROJECTS

Tuffhouse / [Co-Founder](#)

October 2021 - Present | Goleta, CA

- Communicating with both domestic engineers on specific material requests and abroad suppliers to make proper arrangements and negotiate pricing/contractual relationships
- Interviewing potential customers and designing surveys to design better marketing campaigns to attract more clients while also reducing advertising/promotional costs

Stee Systems / [Founder](#)

November 2019 - Present | U.S

- Developed all-purposed delivery software solutions to medium / small-sized businesses utilizing DoorDash APIs. Currently servicing 3,000+ U.S Restaurants, 100+ local stores, & other retail outlets
- Discovering & maintaining customer relations through providing business / technical support, creating marketing campaigns, and engaging partner support through providing strong financial reports