

STEVEN XU

steevenxu@gmail.com | (209) 373-9218 | [Portfolio](#) | [linkedin.com/in/steevenxu](https://www.linkedin.com/in/steevenxu)

EDUCATION

UNIVERSITY OF CALIFORNIA, SANTA BARBARA

Bachelor of Science in Psychological & Brain Sciences

Santa Barbara, CA

August 2018 - June 2022

Certifications & Training: Nucamp Backend, SQL, and DevOps with Python (*in progress / Oct. 2023*); Nucamp Web Development Fundamentals (*June 2023*); UCSB Technology Management Certificate (*June 2022*)

EXPERIENCE (Latest 3)

Yardi Systems

Technical Account Manager

Hybrid | Santa Barbara, CA

January 2022 – June 2023

- Provided clients with comprehensive technical support by conducting ad hoc queries to offer assistance with technical and data-related issues and industry expertise, ensuring effective management of their payment processing solutions
- Developed, tested, and modified database utilizing TSQL, PostgreSQL, and MySQL to resolve data issues or implement enhancements to the client's working environments ensuring smooth data operations
- Onboarded 1.2k+ users to date onto the Procure to Pay software solution and closed ~500 technical cases within the NA West pool of ~900 clients, acting as the primary point of contact for clients and addressing internal software-related concerns
- Resolved an average of 20 cases per week as the highest performer within the team, proficiently handling technical and data-related issues while communicating with clients, and gained an overwhelming positive client preference

iCRco

IT & Programming Assistant

Santa Barbara

March 2021 – June 2021

- Streamlined the optimization process of computed and digital radiography software by diagnosing software malfunctions within the company's systems and providing direct assistance to clients through server applications
- Executed 30 indirect sales of patented devices, equipment parts, and product registrations through troubleshooting or support processes, with a focus on the US and Latin American regions, generating a revenue of \$45k
- Fostered strong customer relationships by conducting regular check-ups and facilitating update requests to ensure clients' comprehension of product usage and maximize its benefits in assisting patients

Star Charge USA

Embedded Software Developer & QA Lead

Santa Barbara

August 2023 – Present

- Orchestrated the entire software development life cycle for EVSE systems across the Americas, ensuring seamless and high-quality outcomes and formulated comprehensive test cases to ensure the robustness and reliability of EVSE functionalities.
- Pioneered the creation of cutting-edge automation tools, including an OCPP log interpreter/reader, a charger unit spare parts error frequency calculator, and a comprehensive graphical analytics/timeline for AC units written in C++ & Python (these innovations markedly elevated the precision and efficiency of system monitoring and maintenance)
- Spearheaded certification licensing programs to streamline communication channels between on-site engineers and back-end OCPP platforms, internal CRM, cultivating a more interconnected and responsive operational ecosystem

PROJECTS

Stee Delivery

Founder

North America

November 2022 – Present

- Stee Delivery is a third-party food delivery platform that partners with industry-leading delivery solutions like DoorDash and UberEats to integrate delivery options for local restaurant businesses across the US
- Developed and designed web-based delivery solutions tailored to meet the needs of medium and small-sized restaurants, conducting monthly meetings with business owners, and facilitating business demands with DoorDash Drive account managers
- Generated a total of ~1.5k orders to date, averaging 300+ orders per unit monthly, and growing at a steady rate of 10-15% per month, gaining our partner restaurant businesses \$15k+ of monthly revenue

ADDITIONAL

Technical Skills: Database Management, Property Management, Project Management, Technical Support, Cloud Computing, CRM, Frontend/Backend Web Development

Programming Languages: SQL, R, HTML, CSS, Javascript, Python, C/C++, API, Git, Linux OS

Languages: English (*fluent*), Chinese (*fluent*)