

STEVEN XU

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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

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

Inovati

Materials Engineer Overhead | Software Developer

Santa Barbara

September 2020 – March 2021

- Conducted extensive in-lab research on a range of metal-carbide compositions, employing rigorous materials analysis techniques to investigate their properties and applications
- Demonstrated proficient product management skills by facilitating professional communication channels, leading to the development of effective collaboration strategies
- Communicated with business leaders and senior engineers to ensure up-to-date information exchange, timely project completion, and attentive consideration of stakeholders' concerns

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, SOX Compliance, CRM, Web Development

Programming Languages: SQL, R, HTML, CSS, Javascript, Python, C++, API, Git, Bash

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