Steven Chen

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EDUCATION

Full Stack Web Development | Dec 2015
CareerFoundry – Berlin, Germany(Online)
Associates of Applied Science in Computer Applications: Information Technology | 2013
Montgomery College – Rockville, Maryland

PROJECTS

Blue Star Veterans Network Website – bluestarvets.us
Assisted in website design of veterans' tech startup using knowledge of standard web practices. Applied knowledge of current web standards and best practices to properly make website that is visually appealing to retired United States veterans and their families. Updated and maintained content, gather web analytics, and boost user retention.
Koi Asian Cuisine – koisilverspring.com
Consulted with a local Asian fusion cuisine about design and overall look of website with webmaster to appropriately capture the feel and decor of the restaurant.

WORK EXPERIENCE

Micro Center | Rockville, MD
June 2010 – February 2011
Customer Service Representative
- Used point-of-sale (POS) system to process customer transactions.
- Handled returns and checkout transactions.
- Promoted to Customer Service II in only 3 months.
- Ensure customer feedback was properly reported to customer service manager.

Lionbridge | Waltham, MA
March 2011 – June 2012
Search Engine Evaluator
- Reviewed and rate organic search engine queries by keyword combinations among 5 star rating system.
- Evaluated image and video meta tags providing feedback based on strict guideline criteria.
- Compared side-by-side different criteria across multiple results of Google and Bing search engine assigning a rating and explaining possible user intent.
- Assigned quality metrics based on tasks and be responsible to reach all evaluation quotas.

Washio | Washington, DC
April 2014 – September 2014
Driver/Ninja
- Operated delivery vehicle within the DC and Arlington area picking up residential and enterprise dry cleaning items.
- Connected one on one with customers to ensure adequate cleaning procedures.
- Communicated customer feedback and concerns to city manager.
- Provided UI feedback on iOS and Android driver apps across different mobile devices.
- Assisted in the operational success of this startup.

SAZETech Technologies LLC | Silver Spring, MD

May 2014 – September 2014
Test Assistant
- Helped complete Advanced Radio Frequency Mapping(RadioMap) Phase 1 and 2 technical test in Arlington, VA in support of Defense Advanced Research Projects Agency(DARPA).
- Independently set up the assigned RadioMap node hardware in the field, with each node comprised of a computer, software radio, antenna, global positioning system (GPS), power inverter, mobile hotspot, tablet, and associated cabling.
- Performed troubleshooting of node hardware as needed.

Blue Star Veterans Network(via Starteks Inc.) | Bethesda, MD
October 2014 – Jan 2015
IT Generalist
- Assisted in ongoing website design and content management of a veterans-based tech startup.
- Increased overall user retention after initial launch through implementation of marketing campaign.
- Setup web metrics based off Google Analytics to increase customer retention.
- Produce 1000 friends and family of email mailing-list gathered across different forms of social media and landing-pages.
- Communicated effectively with developers the ideal design and features needed for WSIWYG style CMS.
- Incorporate modern web design practices using the Bootstrap framework using markup languages within predefined CMS.
- Worked alongside CEO and Director of Product Development.