

Steven Chen

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EDUCATION

Associates of Applied Science in Computer Applications: Information Technology | 2013

Montgomery College – Rockville, Maryland

PROJECTS

Blue Star Veterans Network Website – bluestarvets.us

Assisted in the website design of this veterans' tech startup using HTML, CSS, and Javascript languages. Applying knowledge of current web standards and best practices to properly make the website is visually accessible to users of all ages and disabilities. Updated and maintained content using iDev CMS and Higher Logic platform.

Siu's Asian Bistro Website – siusasianbistro.com

Serve as liaison between owner and developer to properly communicate the ideal design. Hosted and maintained using the Wordpress CMS.

SOFTWARE SKILLS

Languages: HTML & CSS, Javascript, jQuery, Ruby Programming Language.

Frameworks: Ruby on Rails MVC Framework, Bootstrap Front End Framework

User Authentication & Authorization, Stripe Payment Processing, Caching, AJAX, Git Version Control, Heroku.

WORK EXPERIENCE

Micro Center | Rockville, MD

June 2010 – February 2011

Customer Service Representative

- Used point-of-sale (POS) system to process customer transactions.
- Provided information on new computer technologies and relevant alternatives.
- Handled returns, checkout transactions, and customer satisfaction.

Lionbridge | Waltham, MA

March 2011 – June 2012

Search Engine Evaluator

- Reviewed and rate organic search engine query results by keyword and search-term combinations.
- Evaluated image/video content providing feedback on accuracy based on strict guideline criteria.
- Compared different criteria between multiple results of Google and Bing search engines.
- Assigned quality metrics based on tasks and be responsible to reach all metric criteria.

Burger King | Burtonsville, MD

April 2013 – June 2013

Delivery Driver

- Delivered food to residences and businesses within a 10 mile radius.
- Assist in front-end cashier operations.
- Give feedback the on delivery operations testing to store manager.

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 held 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.
- Fostered a professional and collaborative team environment

Blue Star Veterans Network(via Starteks Inc.) | Bethesda, MD

October 2014 – Jan 2015

IT Generalist

- Assisted in the design of an ecommerce website geared toward elderly retired veterans.
- Communicated effectively with developers the ideal design and features needed for the proprietary (iDev) CMS.
- Produced website content and eCommerce products alongside a 4 person web team.
- Created user guides directing users on how to use the integrated Higher Logic platform.
- Updated product and content webpages based off SEO feedback from marketing team.
- Worked alongside CEO and Director of Product Development.