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TIFFANY CHIAO
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EDUCATION

University of California, Berkeley
Bachelor of Arts in English

Aug 2008 – May 2012

Bloc.io Bootcamp
Full stack web development

Sep 2014 – Jan 2015

PROJECTS

<https://tree-line.herokuapp.com> – A web app that allows you to easily create a timeline from articles you read online. Simply paste the URL of any news story or Wikipedia article, and Treeline will extract the title, a summary, date, and relevant tags. Visualize the connections between events on a simple interface.

<https://tickitoff.herokuapp.com> – A self-destructing to-do list.

<https://textopedia.herokuapp.com> – A Wikipedia clone with Stripe integration.

<https://tiff-it.herokuapp.com> – A Reddit clone.

EXPERIENCE

Meet.fm, Redwood City, CA
Marketing and Training Specialist

Aug 2012 – April 2014

- Managed new feature releases and bug triaging, coordinated product cycles with engineers, and conducted final reviews before changes were pushed to production
- Hired, trained, and managed our customer service representative
- Oversaw onboarding of new clients and ran product overview webinars
- Created branded sites for clients and designed icons, banners, flyers, and other assets
- Wrote and refined all copy in our app, along with our company homepage, support materials, marketing emails, blog posts, and social media sites
- Acted as the primary support person across email, phone, and chat for over 8,000 customers, and developed the company's reputation for excellent customer support

National Writing Project (NWP), Berkeley, CA
Editorial Assistant

Aug 2011 – Aug 2012

- Wrote articles on significant people, businesses, and events associated with the NWP
- Researched and interviewed subjects related to articles

The Daily Californian, Berkeley, CA
Reporter

June 2011 – Aug 2011

- Researched and wrote two articles/week on Berkeley news, published online and in print

CODING SKILLS

- Basic familiarity with Java and object-oriented programming. Completed Stanford's introductory CS class, CS106A: Introduction to Computer Science | Programming Methodology.
- Proficient in Ruby on Rails, JavaScript, HTML, CSS, jQuery. Completed Bloc.io's online bootcamp in full stack web development.
- Basic knowledge of Unix, Git, Heroku, SQL.
- Skilled in Photoshop.