TIFFANY C. CHUANG

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SUMMARY

Detail oriented, bilingual, professional seeking a change in industry to integrate a foundation and passion for exceptional customer care with a curiosity of systems to build creative software solutions that meet customer needs. Strong organization and communication skills with a diversified skillset in identifying customer needs and proactively resolving problems. Experienced in multi-tasking and utilizing analytical abilities, organization, and communication skills to improve operations.

SKILLS

Agile, CSS, ES6, Flexbox, Git, Gradle, Grid, HTML, Java, JavaScript, JQuery, JUnit, Object Oriented Programming (OOP), Pair Programming, Scrum, Source Control/GitHub, Spring Boot, SQL, Test Driven Development

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PROJECTS

Virtual Pet Shelter
Created a Virtual Pet Shelter Java program. The program allows for users to select actions to care for, add, and remove dogs from the shelter with the use of multiple classes, different methods, and Object Oriented Programming.

Reviews Site
Used Spring Boot, Thymeleaf, Java, HTML, CSS, and JavaScript to create a full-stack site that displays a variety of movies and reviews, and allows for user input. The user is able to select a movie to view that selection's reviews, add reviews, add comments, and add and remove genre tags.

PROFESSIONAL EXPERIENCE

Nationwide Insurance   01/2018 - Current
IT Applications Developer   Columbus, OH

Happy Team Ambassador   08/2017 - Current
BARK   Columbus, OH
- Recognize customer needs and communicate creative solutions to solve problems.
- Collaborate with various teams to create BARKMagic to satisfy more than 400,000 subscribers, identifying ways to enhance customer experience.

Membership Specialist   02/2016 - 06/2017
Edwards Communities Management Company   Columbus, OH
- Daily interaction and courteous, efficient handling, investigating, documenting, resolving, and following up with member requests and complaints. Utilized problem solving skills and recognized customer needs.
- Managed and maintained documentation corresponding to leasing agreements and all interactions.

PBX Agent and Trainer   11/2013 – 01/2015
Omni Hotels & Resorts   Irving, TX
- Created new training tools to optimize the onboarding process for new hires as well as improve standard processes to meet business needs.
- Collaborated with other departments to find creative solutions to solve customer problems.
- Generated the highest rate of customer acquisition for the Select Guest Program for five consecutive months.
- Received Omni Service Champion Award for the month of October for performing exceptional service.

EDUCATION/TRAINING

We Can Code IT, Columbus, OH   December 2017
Certificate of Software Development

University of North Texas, Denton, TX   May 2014
Bachelor of Science