

# Annie Wu

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## WORK EXPERIENCE

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### Popmenu

*Client Support Specialist*

**Sept. 2021 – Present**

*El Monte, CA*

- Establish trust and confidence in B2B relationships with restaurateurs by delivering a consultative approach to support them in achieving ROI and best practices on their restaurant website.
- Collaborate with teammates and clients as required to resolve requests/issues in a timely manner and ensure the proper documentation, notification, escalation, tracking, and follow-up of all incidents.
- Maintain and update documentation to ensure accuracy and relevance of internal and external knowledge bases.
- Respond to 25+ requests a day efficiently and effectively while maintaining at least a 90% customer satisfaction rate.

### Freelance

*Technical Support Consultant*

**Jan. 2018 – Present**

*El Monte, CA*

- Efficiently self-research and walk non-tech-savvy individuals through the troubleshooting process to provide in-depth technical support for software, hardware, and network-related issues by phone, chat, and in person.
- Recommend home and office technology purchases to best serve clients' needs and budgets.
- Install, test, repair, and troubleshoot mobile devices, computer systems, and related peripheral devices.
- Assemble, upgrade, and repair custom PCs, install and repair Windows OS, configure BIOS and UEFI.

### Smart Financial & Insurance Services

*Insurance Assistant*

**Apr. 2019 – Apr. 2020**

*Rosemead, CA*

- Oversaw incoming calls, assisted customers with inquiries, and passed messages to appropriate personnel.
- Reduced associates' workload by 15% by responding efficiently to internal and external requests for information and preparing documents, policy information, and relevant files for additional handling.

## PROJECTS

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### [anniew.xyz](http://anniew.xyz) | HTML, CSS, JavaScript

- Designed, developed, and deployed my personal website, a developer and photographer portfolio.
- Showcase UI design and social media bot projects as well as my best photos taken over the years.

### Instagram Like & Comment Bot | Python, Selenium

- Increase users' Instagram interactions by 20% through developing a script to automate logging in, going through posts in hashtag(s), and liking/commenting on them based on a customizable set of criteria.

## EDUCATION

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### California State Polytechnic University, Pomona

*Bachelor of Science in Computer Science*

**May 2020**

*Pomona, CA*

- GPA – 3.3/4.0
- Achievements – President's List, Dean's List
- Activities – sheCodes, PolyLens

## SKILLS

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- **Technical** – Git, AWS EC2, GCP VM, Windows, Android, iOS, PC Hardware, Troubleshooting, Technical Support
- **Languages** – Java, Python, HTML, CSS, JavaScript
- **Professional** – Fluent Chinese (Cantonese)