

Education

B.S. in Electrical Engineering, *University of Washington*, June 2020 GPA: 3.56

- Leadership: Institute of Electrical and Electronics Engineers Officer, Society of Asian Scientists and Engineers Officer, Alpha Kappa Psi Member

Experience

Technology Consulting Analyst, Accenture Nov. 2020 – April 2022

- Translated business requirements for Fortune 500 client's Salesforce CRM implementation used by client's 3500 sales reps into 140 user stories as an IT analyst on international development team
- Led product demonstrations to executives for Fortune 500 client, demonstrating flow of Salesforce Sales Cloud dashboard and integrations with legacy system
- Completed 3 feature releases over 8 months following Agile principles with international development team, individually reviewed 300 test cases, resulting in account revenue increasing by 15%
- Reduced average call-time of state government public assistance program help center by 64% in 3 months through implementing new comprehensive workflows as a change management analyst
- Developed web application to host virtual rock-paper-scissors tournament for 10,350 participants using React, AWS Serverless, and Node within Accenture internal rapid development team
- Developed prediction model for future housing prices in Python using open-sourced housing market data with 3 first-year technology analysts, winning company-wide competition
- Drove new initiatives and organized events for 350 first-year analysts to Seattle office community as networking lead of Pacific Northwest Leadership team employee resource group
- Documented workflows and processes, and trained onboarding employees joining client engagements

Project Manager Intern, Telenav Jan. 2020 – June 2020

- Developed spell-checking API with 80% accuracy and sub-200ms performance with 3 graduate students for senior electrical engineering capstone
- Wrote Python scripts to pre-process open-sourced Open Address dataset of American street addresses, improving baseline model by 14%
- Designed wireframes for final demonstration of spell-checking API using Figma web application to showcase spell-checking API using React

Project Manager, Rho Consulting Sept. 2019 – Dec. 2019

- Led team of 3 consultants in improving website user experience and updating database fundraising system for Seattle nonprofit organization
- Conducted 9 usability tests and user interviews using multiple nonprofit website designs, identifying successful design trends and target persona
- Created mockup designs for new client website using Figma, identifying areas of improvement of current website design and providing recommendations for new website builder
- Researched fundraising database systems based on client's technical capabilities and needs

Software Development Engineer Intern, Accenture June 2019 – Aug. 2019

- Increased account revenue by \$400,000 through synthesizing customer data from multiple legacy systems using SQL and persuading business stakeholders to invest in new project
- Developed automated emails sent to customers within Salesforce Marketing Cloud using HTML and AMPscript
- Presented proposal of new data implementation project using Tableau to entire Digital Marketing department of 75 employees, influencing client to support new project

Skills & Technologies

- Java, Golang, Python, SQL, HTML, CSS, JavaScript, React, AWS, Tableau, Salesforce, Figma, Webflow
- Agile Program Management, Client/Stakeholder Relationship Management, Data Visualization, CRM Systems, Requirement Analysis and Definition, Technical Writing