

# Vanessa Chen | Résumé

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## Education

**Duke University, B.S. in Computer Science, Psychology (Minor), Innovation and Entrepreneurship (Cert.).** Aug 2019 – May 2023  
*Selected Coursework:* Data Structures and Algorithms (Java), Computer Architecture (C). Durham, NC; GPA: 3.96

- Data Science (R), Database Systems (SQL), iOS App Development (Swift)
- Technology Commercialization, Strategies for Innovation and Entrepreneurship, Customer Empathy and Brand Design

**The Nueva School, High School Diploma.** Aug 2014 – Jun 2019  
Competitive figure skater on **Team USA** (gap year 2016-17). Placed top 10 among skaters from 9 countries. GPA: 3.95

## Work Experience

### Product Internships

**Dashbot, Growth Intern, Bessemer Fellow (1 of 20 among 2k+ applicants).** Remote; Jan 2022 – Present

- Established user education plan with updated documentation and weekly email campaigns, maintaining a 30% average open rate for 1k+ users. Identified key user needs through the increase in direct email responses.
- Validated integration bottleneck and decreased integration time by 45% through an updated user experience and increased support.
- Initiated product-led growth strategy to combat decreasing user signups by identifying optimal freemium features while minimizing cost.
- Created semi-automated pipeline to manage customer health using SQL and Snowflake, bypassing the need for manual filtering of 10k+ users. Enabled early issue identification and user growth measurement without dependence on engineering team, saving 10+ hours / week of manual monitoring by the customer-facing team.

**CPrime, Product Marketing and Management Intern.** San Mateo, CA; Jul 2019 – Aug 2019

- Led campaigns to identify email marketing strategies and streamlined process for analyzing large annual datasets spanning 2019 by reorganizing the campaign setup structure, removing the need for manual data collection.

### Technical Internships

**Salesforce, Software Engineering Intern.** San Francisco, California; May 2021 – Aug 2021 / Summer 2022

- Collaborated with developers, PMs and designers to develop an application's mobile push feature, allowing 700+ enterprise customers gain further analytic insight on their 3000+ mobile apps and test SMS push notifications in real-time, affecting up to 2B devices.
- Laid out blueprint for backend development by independently designing service architecture document to define all REST API endpoints, appropriate data responses, and identify the process for where the data should be sent / retrieved, streamlining development efficiency.
- Led product development for application frontend including dashboard with real-time analytics and push notification tester to dynamically test notifications with predicted effectiveness. Utilized JavaScript, React, Nightwatch.js, and Agile development methodologies.

**RetinalCare, Machine Learning Consultant.** Remote / Oklahoma City, Oklahoma; May 2020 – Aug 2020

- Created machine learning models with Python to classify patients at high risk for treatable eye diseases (AMD, DR) that lead to blindness.
- Developed models with 29% higher accuracy than baseline sorting of diabetes duration to identify people at high risk for DR.
- Developed models with 6% higher accuracy than baseline age-sorting, identifying ~1200 more high-risk patients for treatment of AMD.

**Sunforge LLC, Web Development Intern.** Remote / Somerville, CA; May 2020 – Aug 2020

- Redesigned website, implemented new features and captcha to prevent 1k+ annual spam registrations using PHP, HTML/CSS, JavaScript.
- Created PHP templates to automate process of creating new blog posts entirely through Wordpress dashboard with custom theme, saving the company 100+ hours by bypassing the need for a developer to upload posts.

**GetInsured, Automation Engineering Intern.** Mountain View, CA; June 2017 – Aug 2017

- Saved company 1,000+ hours of manual testing by automating entire software portal's UI. Ensured inputs persisted to backend with SQL.
- Led script creation to ensure the quality and stability of a newly developed portal using Sahi, a JavaScript-based automation testing tool.

## Leadership

**Data Structures & Algorithms TA (400+ students), Duke University CS Department.** Durham, NC; Jan 2020 – Present

- Co-lead weekly section of 20+ students and hold office hours to guide students on projects and concepts, beginning as a first-year.

**Vector Rideshare, Founding Product Team Developer.** Durham, NC; May 2020 – Jan 2022

- Market, research and pitch to grow this student-run transportation startup across campuses, now operating in three universities.
- Redesign our custom ridesharing app using Figma and JavaScript to be used by thousands of students.

**Co-President, Duke Sheroes.** Durham, NC; Sept 2019 – Jan 2021

- Coordinated with industry professionals and Sheroes executive board to plan and organize events for women in STEM.

## Skills

**Languages / Frameworks:** Java, Python, JavaScript, SQL, Swift, C, PHP, R | React, Pandas, PyTorch, TensorFlow

**Other Technologies:** Unity, Figma, Arduino, SolidWorks, AutoCAD, Fusion360