

Vickie Do
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EDUCATION

University of California, Los Angeles | Los Angeles, CA

June 2017

B.A. Linguistics and East Asian Language and Cultures

Pasadena City College | Pasadena, CA

Present

Certificate of Achievement, Computer Information Systems - Software Development

Relevant Coursework:

- **Project Management Fundamentals** - Techniques for achieving goals and managing project work effectively from initiation, planning, executing, controlling and closing projects
- **Advanced Python Programming CIS112** - Object-Oriented programming, advanced functions and modules, packages, process, network, web, Graphical User Interface programming, and testing techniques
- **Statistics 50** - analyze and interpret data by applying statistical inference methods to draw conclusions
- **C++ Programming CS002** - C++ object-oriented programming
- **Data Structures and Algorithms CIS 112D** - Linked lists, stacks and queues, search trees, maps, hashing, priority queues, sorting, and graphs.

WORK EXPERIENCE

Re/Max Titanium

Rosemead, CA

Digital Marketing Executive

November 2017 – February 2018

- Produced and edited video and editorial content related to agents projects in order to bring, promote, and take advantage of a new method of marketing in the field
- Generated daily media content to post on Youtube, Instagram, Facebook, Pinterest, Twitter, etc. consisting of client testimonials and worked with stakeholders to create content that reflected the core values of the company
- Spread content by writing press releases and raised awareness of company's branding, reflected in the company's Facebook group analytics
- Generated leads through social media platforms and increased subscriptions of content

Farmers Insurance

La Mirada, CA

Accounts Manager

June 2018 - May 2020

- Independently handled all outbound and inbound calls, processing payments, email reminders, dashboard urgent alerts, document uploading/approving, and creating an online database for clientele
- Scheduled appointments and advised clients on products/coverages along with binding policies
- Learned and comprehended dashboard interface within two weeks and created training guidelines for future employees
- Created procedural templates for time-efficient rating procedures
- Increased retention by reaching out and communicating to clients in their preferred language

NASA Jet Propulsion Laboratory

Pasadena, CA

Intern - TruePAL Project: Artificial Intelligence Assistant for First Responder Driver Safety

February 2021 - Present

- Conducted field research on UX for our application and technology
- Utilized Google Cloud's Natural Language Understanding engine, 'Dialogflow', and 'Google Actions' to design a chatbot that will be used by First Responders to access a knowledge base
- Integrated the chatbot into our mobile app using Ionic Framework and Angular
- Performed extensive test cases for scenarios in the open-source simulator for autonomous driving research, CARLA

SKILLS & INTEREST

- **Technical:** Knowledge in Word, Excel, Powerpoint, SQL, Tableau, Python, C++, Java
- **Interests:** Risk Management, Data Analytics, Market Research Analytics, Operation Research Analytics, Program Management, Computer Information Systems
- **Language:** Native Cantonese; conversational in Korean, elementary in Japanese