VICTORIA LO

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> PROFESSIONAL EXPERIENCE

More Than Models | Brand Ambassador | San Francisco, CA — April 2024 - current
- Represent client at experiential RSA tech convention booth, attracting potential customers to the brand.
- Brought high energy and smiles to guests' faces via games, prizes, and a fun experience!

Ace the Event | On-Site Support | San Francisco, CA — April 2024 - current
- Assist with fundraising gala registration/check-ins, live auctions, checkout, and any other needs during the gala.
- Bring positive energy and professionalism to formal events while ensuring guests' needs or questions are handled.

Elevate Staffing | Brand Ambassador | San Francisco, CA — September 2023 - current
- Represent clients by providing convention guests with excellent service, bringing back repeat guests
- Register/check-in guests, handle coat check, and ensure guests' needs or questions are taken care of.

Fanime Convention | Convention Staff | San Jose, CA — May 2023 - current
- Serve and entertain convention guests at the convention's themed cafe, following a strict protocol and uniform.
- Proactively assist with event logistics as needed, ensuring a smooth, pleasant experience for guests & other staff.
- Mentor new event staff by providing training and support before and during shifts.

Microbyre | Lead UI/UX Software Engineer | Berkeley, CA — December 2022 - April 2023
- Designed web platform using scientists' feedback to manage research data and streamline automation, using React and Typescript on Vite with Python (Flask) backend with Cypher, updated from a static vanilla JS/jQuery site.
- Automated data validation in Airtable via Javascript scripts, improving scientist user efficiency & eliminating errors.

Snorkel AI | Front-End Software Engineer | Redwood City, CA — June 2021 - July 2022
- Worked as part of the User Experience Engineering team, which owned front-end across the company, to build and improve an auto-labeling machine learning platform built in React, Typescript, Tailwind, Next.js, and Python.
- Implemented front-end of a highly-requested crucial new multi-tenant feature, which led directly to multiple new enterprise client contracts. Worked collaboratively cross-team with backend.

Rially Mundane | Coding Streamer | http://ria.codes — April 2020 - March 2021
- Live-streamed technical problem-solving, coding challenges, project-building, and technical and non-technical discussions 4-5 nights/week on Twitch to 2.2k followers, with an engaged audience of up to several hundred nightly.

Yelp Inc. | Senior Full-Stack Software Engineer | San Francisco, CA — September 2019 - April 2020
- Built and iterated quickly on an experimental sales web application built in React and Python on the Market Fit team, cross-functionally w/designer & product manager. A/B tested (FullStory) & maintained 100% test coverage (Enzyme).
- Scoped & executed new front-end feature that tripled purchase conversions (215-766% increase) using a new library.
- Advocated more robust code and error tracing beyond on-call duties, leading to an improved end user experience.

Cruise Automation | Full-Stack Software Engineer | San Francisco, CA — December 2017 - May 2019
- Created, maintained, and updated web app overseas 3rd-party contractors used to label data from self-driving cars on the Ground Truth team, using React, Redux, Flow, Three.js, Immutable, and Go, among other tools/technologies.
- Led a project (that won the teamwide hackathon) to discover, pinpoint, and address the most pressing needs of labelers, creating and deploying a semi-automated tool improvement that boosted production from labelers by 50%.
- Owned high-priority user interface needs and collaborated daily with the Operations team to identify, prioritize, and solve highest-priority user pain points, ultimately improving time and costs per task from 20% to 11% in one quarter.
- Created, presented, & demoed a popular, "most engaging" hackathon project that cleverly reduced contractor costs.

WRKSHP | Server (Backend) Software Engineer | San Francisco, CA — March 2016 - December 2017
- Built out Battle Camp & Beat Fever, 2 mobile games with 1 million unique users daily & 2 million monthly using Ruby on Rails, DynamoDB, SQS, S3, Redis, Redshift, memcached on EC2, AWS services, including API work with mobile eng.

Lawrence Berkeley National Lab | Computational Intern | Berkeley, CA — May 2015 - August 2015
- Completely rebuilt the Fitness Browser, a site written with Perl, SQLite3, JavaScript, and HTML/CSS to display data about bacterial genetic fitness in different media from experiments done at the Arkin Lab. Improved with user testing.

> EDUCATION

University of California, Berkeley — August 2011 - December 2015
Bachelor of Arts in Integrative Biology with Minor in Computer Science