Vu.q.tang@gmail.com

480-993-5711

Vu tang

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| Skills & Abilities |  | **Technical**   * Intermediate to advance level coding with HTML, CSS, JS, and PHP * Advance level and knowledge using Microsoft Office applications (Word, Excel, PowerPoint, Outlook, and Lync) * Proficient in the installation and use of Microsoft XP and Windows 7 & 8   **Customer Service**   * Strong communication and organizational skills * Exceptional research and trouble-shooting abilities * Ability to handle escalated issues with a sense of urgency and provide timely responses and follow-ups |
| Professional Experience |  | Professional Services Engineer, paypal 1/2013 - PRESENT   * Provide technical guidance to merchants and developers in their implementation of PayPal’s payment processing solutions (1st and 3rd party), APIs, and commerce products. * Ensure merchants implement PayPal’s payment processing solutions with a high degree of quality and use optimal integration strategies and techniques. * Identify, troubleshoot, and run test scenarios for technical issues with PayPal code, software, hardware, devices and endpoints, and communicate fixes or workarounds for an issue. * Generate and review in-depth technical information (Sample code, white papers, FAQs, Snippets) for distribution to PayPal merchants. * Serve as a knowledgeable resource to provide technical business solutions to merchants and developers, and to address PayPal product questions with our Sales departments. * Participate in the development of tools, systems and processes aimed at improving product supportability or overall support productivity. * Advise management and appropriate groups on support issues which impact customer satisfaction and provide recommendations for appropriate actions.  Merchant solutions agent/outreach consultant, paypal 2/2011 – 1/2013   * Provide outbound sales and product support to merchants regarding risk policies and PayPal products and services. * Demonstrate the ability to create, add, edit and troubleshoot our action seller products, website seller tools and all other products and services provided to PayPal merchants. * Ensure that new merchants are familiar with PayPal procedures and processes that will impact the ability to manage their on-line business. * Assist the merchant in the selection of the correct PayPal product for their business needs. * Provide consultative advice on new products or features that would benefit the merchants through up sell or outreach campaigns. * Responsible for completing the required tracking of campaign information, contacts, attempts and correspondence. * Responsible for attending ongoing training and developing knowledge in all areas of the department as well as industry knowledge related to small businesses, risk management and on-line business practices.  Customer care supervisor, loomis 6/2008 – 6/2010   * Provide leadership, guidance and assistance to peer employees by answering questions, providing feedback on customer issues, and supporting all areas as needed. * Actively track team metrics, review calls, and address issues as they arise; develop incentive and training program for team. * Provide ongoing coaching and mentoring to teammates facilitating an environment of continuous improvement. * Identify additional areas of opportunity to improve efficiencies or reduce costs and participate in product-related feedback sessions as needed. |
| Education |  | arizona state university-tempe, az  * B.S. in Business Administration |