

William Chu

william-chu.github.io

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TOOLS & LANGUAGES

Git / Command Line
HTML 5 / CSS 3
JavaScript (ES6)
Webpack / Babel
React / React Native
Angular / Firebase
Jest / Jasmine / Karma

PHP
SCSS / Sass
Sketch Wireframes
Responsive Design
• Bootstrap
• CSS Grid
• Flexbox

PROJECTS

TroubleChute
github.com/william-chu/troublechute
React Native, Sketch

Neuw Denim Rebuild
neuw-denim-rebuild.firebaseio.com
Angular, Firebase, Bootstrap

EXPERIENCE

iVET360

Web Developer Intern

AUG 2018 - Present

- Build library of reusable responsive web components using CSS Grid and Flexbox with PHP and JS to populate data from WordPress for veterinary hospital websites

Epicodus

Student Web Developer

MAR 2018 - AUG 2018

- Experience creating web applications with JS (ES6), ReactJS, Redux, Angular, Firebase and Git for version control

- Prototype and build responsive web designs using Sketch, Sass, Bootstrap, CSS Grid and Flexbox

Perkins & Co

IT Specialist

AUG 2014 - MAR 2018

- Documented and collaboratively executed updates for applications used throughout the firm to maintain compliance with vendor support requirements while minimizing impact to client services

- Implemented Freshservice ITSM to manage support requests enabling team to track incidents, automate workflow, maintain solutions database and resolve issues more efficiently

Salesforce

Service Desk Analyst

JUL 2013 - AUG 2014

- Handled inbound service calls while tracking and processing requests through electronic ticketing system. Generated high level of customer satisfaction through positive client interactions, proper escalation and efficient backlog management

- Trained new team members while maintaining individual adherence to department performance benchmarks measured in weekly case closures and CSAT scores

Magenic

IT Support Technician

JAN 2011 - JUN 2013

- Served as primary frontline support to 450+ software development firm staff providing users with prompt solutions to technical issues

- Simplified IT Sharepoint site, wrote knowledge resources and redesigned department's FAQ documentation to improve accessibility for self-service

EDUCATION

University of Michigan
Ross School of Business
[Bachelor of Business Administration](#)
Minor in Asian Languages & Cultures

VOLUNTEERING

Prism Health
[Advisory Board Member](#)
AUG 2017 - Present

Londer Learning Center
[Math Tutor](#)
OCT 2013 - JUL 2016