

William Chu

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TOOLS & LANGUAGES

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

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

Epicodus

[Student Web Developer](#)

March 2018 - Present

- 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

- Delivered new hire training to create a positive first impression of IT team and served as liaison to other departments, trained 3 IT specialists and wrote schedules for busy season coverage

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

- Partnered with sysadmin to migrate from legacy Cisco phone system to Microsoft Lync while addressing employee concerns to expedite adoption of new technology

- 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