William Chu

william-chu.github.io
linkedin.com/in/williamchupdx
williamchu51@gmail.com
503.421.4398

TOOLS & LANGUAGES

Git / Command Line
HTML 5 / CSS 3
JavaScript (ES6)
Webpack / Babel
React / React Native
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.firebaseapp.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 to populate data from WordPress for custom 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