

# Yin-Ju Chen

📍 Taipei, Taiwan ✉ tiffanyc1213@gmail.com ☎ 0975713677 🌐 in/tiffanychen13/ 🌐 https://yinjuchen.netlify.com

## SUMMARY

Customer service background, creative learner, and aspiring full-stack developer. Skilled in HTML, CSS, and JavaScript, with a focus on user-friendly and visually appealing web applications. Eager to join a dynamic web development team, contribute technical abilities, and make a positive impact through innovative projects. Continuous growth and passion drive my journey as a full-stack developer.

## SKILLS

**Languages:** JavaScript, HTML/CSS

**Databases:** PostgreSQL

**Technologies:** ReactJS

## PROJECTS

### Artsync

Side Project • <https://artsync.netlify.app/> • November 2023 – January 2024

- Created a web application using Create React App and Firebase.
- Implemented routing using React Router to navigate between different sections of the website.
- Developed functionality for searching artists in the art gallery, a clickable hover effect for art quotes.

### Sandwichology

Side Project • <https://yinjuchen.github.io/sandwichology/> • December 2023 – January 2024

- Developed a web application using Edamam API.
- Incorporated loader animation to make it more engaging.
- Developed a responsive layout that adapts to different screen sizes

### Bookflow

Side Project • <https://bookflow-fbcg.onrender.com> • January 2024 – March 2024

- Developed the Bookflow application, utilizing the Google Books API to perform book searches.
- Leveraged Create React App to build and implemented the sign-in, register, and book recommendation form for the Bookflow frontend.
- Created and managed PostgreSQL database, designed and implanted tables to handle data storage and retrieval of user information.
- Developed a server and connected it to the PostgreSQL database to enable user's authentication.

## EXPERIENCE

### User Services Analyst

TaskUs

November 2018 – Present, Taipei, TW

- Performed exceptional performance by exceeding departmental KPIs for four consecutive months through process optimization.
- Acknowledged as a top-tier team member ranking within the top 20% of the department.
- Optimized customer service workflow by implementing personalized strategies, resulting in a 7% boost in productivity.

### Operation Coordinator

OH! Study Education Consulting Center

December 2015 – August 2018, Taipei, TW

- Guided and mentored over 50 students through school applications and visa interviews, resulting in a 95% success rate, enabling students to pursue educational goals abroad.
- Produced ongoing support and guidance to ensure smooth application progression; gained a 95% on-time submission rate and minimized application-related issues.
- Facilitated communication between instructors, students, and parents to ensure student success and address concerns led to a 10% increase in student satisfaction.

### Education Consultant

Masons Immigration Service

February 2012 – October 2015, Taipei, TW

- Engaged with over 30 potential clients daily, securing three influential individuals' attendance at industry conferences.
- Optimized workflow between team collaboration, resulting in a 10% increase in project productivity

## CERTIFICATIONS

## **Foundation Course of Full Stack Web Development Program**

Alpha Camp • 2021

• A front-end course ( achieved from Aug 2021 – Oct 2021)

## **The Complete Web Developer in 2021: Zero to Mastery**

Zero To Mastery Academy • 2022

• A full-stack course ( achieved from Jan 2021 – June 2022)

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## **EDUCATION**

### **Bachelor of Arts, Children's Studies**

Minor in Communication • Eastern Washington University • Spoken, Washington • 2009

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