

Yin-Ju Chen

📍 Taipei, Taiwan ✉ tiffanyc1213@gmail.com 🌐 in/tiffanychen13 🌐 yinjuchen.netlify.app/

SUMMARY

Experienced in customer service, transitioning into AI and data analytics. AWS AI Certified with a foundation in prompt engineering, AI applications, and data insights. Passionate about leveraging data to solve problems and enhance user experiences.

SKILLS

Languages & Frameworks: JavaScript, HTML, CSS, SCSS, React.js, Node.js

Databases: PostgreSQL

Tools & Platforms: Git, Postman, Netlify, Heroku

AI & Data Science:

AWS AI Services, OpenAI API, Prompt Engineering

PROJECT

Artsync

Side Project • [artsync.netlify.app/](#) • November 2023 - January 2024

- Developed a virtual art gallery using React and Firebase to enhance accessibility for art lovers.
- Implemented React Router for navigation and Cypress for testing.
- Structured and optimized database queries to improve performance and data retrieval.

Sandwichology

Side Project • [yinjuchen.github.io/sandwichology/](#) • December 2023 - January 2024

- Developed a web application using Vanilla JavaScript and the Edamam API.
- Integrated custom loader animations to boost interactivity.
- Created a clean, efficient user interface to enhance engagement and usability.

Bookflow

Side Project • [bookflow-fbcg.onrender.com](#) • January 2024 - March 2024

- Developed a book recommendation platform utilizing the Google Books API.
- Processed and structured API data to improve search accuracy and filter results efficiently.
- Managed backend processes with Node.js and PostgreSQL, ensuring secure user authentication and structured data storage.

EXPERIENCE

User Services Analyst

TaskUs

November 2018 - Present, Taipei, TW

- Consistently exceeded KPIs for four months by analyzing performance trends and optimizing workflows.
- Improved service efficiency with data-driven strategies, boosting productivity by 7%.
- Ranked in the top 20% for performance and efficiency.

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.
- Provided ongoing support and guidance, ensuring a 95% on-time submission rate and minimizing application-related issues.
- Facilitated communication between instructors, students, and parents to ensure student success and address concerns, leading to a 10% increase in student satisfaction.

EDUCATION

Bachelor of Arts, Children's Studies

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

CERTIFICATIONS

AWS Certified AI Practitioner

Amazon Web Services • 2024

- Artificial Intelligence | Generative AI | Amazon Web Services