Yin-Ju Chen

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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)

EDUCATION

Bachelor of Arts, Children's Studies

Minor in Communication · Eastern Washington Unversity · Spoken, Washington · 2009