

Yin-Ju Chen

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SUMMARY

Experienced in customer service and aspiring full-stack developer skilled in HTML, CSS, JavaScript, React, and Node.js. Passionate about creating accessible, user-friendly web applications. Eager to contribute to a dynamic team with innovative projects.

SKILLS

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

Databases: PostgreSQL

Tools & Platforms: Git, Postman, Netlify, Heroku

PROJECTS

Artsync

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

- Developed a virtual art gallery using React and Firebase, enhancing accessibility for art lovers.
- Implemented React Router for navigation and Cypress for testing.
- Optimized data management to enhance performance.

Sandwichology

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

- Created 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 • <https://bookflow-fbcg.onrender.com> • January 2024 - March 2024

- Developed a book recommendation platform utilizing the Google Books API.
- Managed backend processes with Node.js, focusing on secure user authentication and robust data handling.
- Designed and maintained a PostgreSQL database for efficient data storage and retrieval.

EXPERIENCE

User Services Analyst

TaskUs

November 2018 - Present, Taipei, TW

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

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.
- Maintained the website's contents to deliver the latest and updated information to customers.

CERTIFICATIONS

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 University • Spokane, Washington • 2009