YU-WEI WILLIAM KUO

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Full-stack Web Developer with Business Administration degree from Western Washington University and unique experience involving customer service and solution development. Recently received a certificate in full-stack web development from Coding Boot Camp from University of Washington. Known to come up with creative ways to solve critical problems, empowering everyone to achieve more.

SKILLS

Languages: English and Mandarin Chinese
Programming Languages: Visual Basics, ASP.NET, C#, JavaScript ES6+, CSS3, HTML5, SQL
Applications: GitHub, SQL Management Studio, Visual Studio / Visual Studio Code, SAP, Salesforce
Tools: jQuery, Bootstrap, Bulma, Node

PROJECTS

LIFE HAPPENS
https://github.com/ywkuo227/life-happens | https://ywkuo227.github.io/life-happens/
This web app allows user to have a quick glance of his/her day. The interface displays the weather of the day, add any to-do items to complete, the stock market performance as well as the local news.
- Role: Project Manager, UI Designer, Author of the main UI and weather feature set
- Tools: HTML, CSS, JavaScript, Bulma, jQuery, Moment, OpenWeather API

WEATHER DASHBOARD
https://github.com/ywkuo227/weather-dashboard | https://ywkuo227.github.io/weather-dashboard/
This a web app allows user to search the weather and the forecast of cities. The app also keeps track of the past six searches made by the user and keep them stored in local storage.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, Bootstrap, jQuery, Moment, OpenWeather API

WORK DAY SCHEDULER
https://github.com/ywkuo227/work-day-scheduler | https://ywkuo227.github.io/work-day-scheduler/
This a simple calendar app for scheduling user's workday. The web app displays working hours from 9AM - 5PM and color them according to the client time to indicate whether the time block is in the past, present and future.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, jQuery, Moment

PROFESSIONAL EXPERIENCE

MICROSOFT   Redmond, WA
Global Critical Situation Manager   2015 - Present
Manage Global English and Greater China support requests and address high priority escalation needs for critical situations impacting enterprise customers and partners. Collaboration with Customer Success Account Managers and Support Engineers to ensure successful support execution.
- Partake in a 24/7 scheduling-model to provide reliable and high-quality responses to escalation requests while interfacing with both internal and external parties to drive towards successful case resolutions.
- Evaluate the progress of the support request to proactively drive the support delivery experience while maintaining all critical situation report via CritSit Management tool and long runner report.
- Position the team to attain challenging business goals by consistently focusing on positive engagement results and constantly identifying further process improvement opportunities.

SYNOLOGY AMERICA CORP.   Bellevue, WA
Sales Manager / Sales Intern   2012 - 2015
Accomplished objectives in managing sales operations and projects requiring in-depth evaluation from initiation through delivery within budgets and deadlines. Safeguarded relationships with management, IT, QA team and key stakeholders to move initiatives forward.

- Achieved initiatives by developing tracking tools, evaluating data and outlining roadmaps for success in driving the vision, strategic goals, objectives and action plans within resources.
- Attracted client interest by developing promotions, SOPs and a Reseller Partner website in addition to organizing and hosting reseller seminars in multiple cities across North America.
- Served as an information resource and point of resolution, consulting with potential clients regarding product recommendations while also installing and diagnosing custom servers and network equipment.
- Managed relations with distribution channels and reseller partners in North America using Salesforce.
- Increased transparency into results by analyzing channel POS reports and reseller leads using Microsoft Excel pivot table and vLookup.

WWU – CBE – IT HELPDESK   Bellingham, WA
IT Intern   2012
Assisted in software deployment, diagnostics and troubleshooting.

- Analyzed access of wireless devices using pivot tables and charts for facility management.
- Minimized downtime and service outage by proactively monitoring the availability and readiness of the infrastructure.

CERTIFICATION & EDUCATION

University of Washington   Seattle, WA
Full-stack Web Development Boot Camp   2021

Project Management Institute   Seattle, WA
Certified Associate in Project Management (CAPM)   2017

Western Washington University   Bellingham, WA
Bachelor of Arts, Management Information Systems/Operations Management   2008 - 2013