

YU-WEI WILLIAM KUO

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[HTTPS://WWW.LINKEDIN.COM/IN/YWKUO/](https://www.linkedin.com/in/ywkuo/) | [HTTPS://GITHUB.COM/YWKUO227](https://github.com/ywkuo227) |
[HTTPS://YWKUO227.GITHUB.IO/YWK-PORTFOLIO/](https://ywkuo227.github.io/ywk-portfolio/)

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

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.js, Handlebars, Express.js, MUI, React.js, Electron.js

PROJECTS

BAR-HOPPERS

<https://github.com/ywkuo227/bar-hoppers> | <https://dn-bar-hoppers.herokuapp.com>

This mobile-first MERN app allows users to find drinks with confidence, explore new beverage options and keep track of their favorite drinks.

- Role: Co-Project Manager, Author of the main UI and front-end features
- Tools: HTML, CSS, JavaScript, Node.js, React.js, MUI, MongoDB, JWT, GraphQL, The CocktailDB API

FACILITY MANAGEMENT

https://github.com/ywkuo227/Facility_Management | <https://dn-fac-mgmt.herokuapp.com>

This web app has user-friendly aesthetics and allows managers to manage their employees based off: location, department and floor.

- Role: Project Manager, Author of the main UI, features and APIs
- Tools: HTML, CSS, JavaScript, Bootstrap, Node.js, Express.js, Handlebars, Insomnia Core, MySQL, Sequelize

LIFE HAPPENS

<https://github.com/ywkuo227/life-happens> | <https://ywkuo227.github.io/life-happens/>

This web app allows users 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 web app allows users to search the weather and the forecast of cities. The app also keeps track of the past six searches made by the user and keeps them stored in local storage.

- Role: Sole author
- Tools: HTML, CSS, JavaScript, Bootstrap, jQuery, Moment, OpenWeather API

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.

- Work with business to convert business requirements into deliverable specifications and develop the application to meet the specifications.
- 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 reports 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.

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.

CERTIFICATIONS & EDUCATION

University of Washington

Seattle, WA

Full-stack Web Development Certificate

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