JENNIFER CHEN - WEB DEVELOPER

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SUMMARY

Recent bootcamp graduate in full stack engineering with a focus on front-end development, proficient in JavaScript, React, jQuery, HTML, CSS, Node.js, and PostgreSQL. Possess strong troubleshooting, problem-solving, and customer service skills.

TECHNICAL SKILLS

Frontend: JavaScript, React, jQuery, Bootstrap, HTML, CSS
Backend: Node.js, Express, RESTful APIs, PostgreSQL
Tools: Knex, Git, GitHub, Node Package Manager, Visual Studio Code, WordPress
Additional Skills: A/V, IT Troubleshooting & Problem Solving, Customer Service, Photoshop, Canva, Figma (basic)

WEB DEVELOPMENT PROJECTS

Restaurant Reservation App | [Link](#)   *Mar 2023*
- React frontend with 15+ components that allows for creation & editing of reservations & seating at tables
- Node/Express backend API allows for CRUD operations and extensive error handling to PostgreSQL DB
- Technology: JavaScript ES6, PostgreSQL, Knex.js, Express.js, React.js, Node.js, Bootstrap, CSS3

Recipe Tracking App | [Link](#)   *Dec 2022*
- Used React's useState() hook to allow user(s) to create, read, update and delete their food recipes
- Wrote React function components, and used state over multiple components.
- Technology: JavaScript, React, Express, Knex, HTML and CSS. Progress/Versions tracked with Git.

WEB DEVELOPMENT EXPERIENCE

Flexible Web Development Support - *Virginia Mae King Foundation*   Remote | Mar 2023 - Present
- Ongoing web development support including website maintenance, updates or improvements
- Developed a chatbot on WordPress to direct patients and provide online educational warning signs of breast cancer

Assistant Web Developer & Content Management - *UCLA Health*   Los Angeles | Feb 2017 - June 2019
- Developed and maintained front-end web applications using a CMS platform and HTML, CSS, Bootstrap for UCLA School of Medicine clients to feature research projects, while conducting QA testing and browser compatibility
- Created tutorial manuals for custom-made applications to teach new users
- Designed flyers and templates and updated a weekly news digest using HTML to advertise ~4-5 future events weekly
- Assist with computing and administrative support needed in centralized computing team

PROFESSIONAL EXPERIENCE

Information Technology Support Specialist - *Sidecar Health, Inc*   Hybrid | Oct 2021 - June 2022
- Created 100+ user accounts on Azure Active Directory for new employees and oversaw application access control
- Coordinated with vendors (Microsoft InTune) to configure and automate onboarding/offboarding devices per company standard, saving 4 hours a week of manual configuring 100+ laptops (Dells, Macs)
- Provided IT support company-wide and maintained hardware performance, network connectivity, and software updates for company of 210+ workers
- Tracked and maintained appropriate asset inventory. Supported asset storage and shipment from and to employees to support a fully distributed team.

Project/Escalations Manager (Go-Live Coordinator) - *Oracle*   Remote | Feb 2021 - Oct 2021
- Exhibited strong multi-tasking skills in tracking go-live project lifecycles for over 20 accounts, ranging from $60K-800K
- Prioritized and monitored the status + progress towards resolution of assigned Incidents and Service Request Tickets
- Provided prompt and high-quality customer care to help resolve high-priority, client technical issues through management escalations to appropriate teams
- Organized and created documentation to assist with improving client product experience on Confluence and Oracle Apex Forms
- Responsible for coordinating efforts to resolve critical customer issues using JIRA, and client-impacting events by engaging teams such as Technical Specialists, Support and Engineering

EDUCATION

- **Certificate, Engineering Program -** Thinkful | Online | Mar 2023
- **Bachelor of Science in Physiology -** University of California, Los Angeles | Los Angeles, CA | June 2019