

CYNTHIA WONG

CONTACT

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Portfolio: <http://www.cynhw.com>

Github: <http://www.github.com/cynhw>

SKILLS

Languages: JavaScript, CSS, HTML

Frameworks: jQuery, React, NodeJS, Express.js, Foundation, Bootstrap

Design: Adobe Photoshop + Illustrator, Figma

Wireframe & Prototyping: Invision, Figma

Databases: PostgreSQL, MongoDB

Misc. Git, GitHub, AJAX, AWS

EDUCATION

DESIGNLAB

+ UX Academy, User Experience Design
February 2020 – September 2020 (expected)

GENERAL ASSEMBLY

+ Web Development Immersive
November 2015 – February 2016

+ User Experience Design
February 2015 – May 2015

UNIVERSITY OF WASHINGTON

+ Bachelor's of Arts in Political Science, 2013
+ Certificate in Database Management (iSchool)

I am a Seattle-based operations specialist with experiences in customer service, UX design, and web development. I enjoy tackling complex problems and optimizing the user experience through empathy and technology.

WORK EXPERIENCES

KASPARS CATERING AND EVENTS

Assistant Operations Manager, August 2019 – Present

Coordinated and managed all daily operations through creating and implementing written procedures and developing best practices and SOPS for catering staff. Optimize the process of packing and staging for small and large events to improve efficiency. Assist in onboarding and training new hires

CHASE

Lead Associate Ops, April 2018 – August 2019

Supported the Branch Manager with all aspects of branch operations (loss control, compliance and audit standards). Built lasting relationships with customers and assisted them with specialized financial needs. Elevated the customer experience through sharing and setting up self-service online options to access their accounts on the go.

RETRACE CORPORATION

Front-End Web Developer, October 2016 – January 2017

Prototyped a sales tracking tool using Angular and NodeJS that improved the communication between sales reps and the sales manager. Pioneered the redesign of the official website using responsive web design principles.

STARBUCKS

Shift Supervisor, September 2013 – April 2018

Amplified and exceeded target sales goals to elevate overall store performance. Anticipated and forecasted store needs to reduce waste. Cultivated a positive learning environment for baristas and customers through training, supporting, and active listening. Delegated and identified appropriate responsibilities and tasks.

LANCER HOSPITALITY

Catering Lead, April 2013 – April 2018

Ensure events are executed smoothly through detailed planning and coordination. Oversee events ranging from 50 to 200 people. Enhance the overall client experience at events through planning, delegation, and coordination

OTHER EXPERIENCES

GENERAL ASSEMBLY

Full-Stack Web Developer, November 2015 – February 2016

Built four full-stack web apps individually and collaboratively using front-end and back-end technologies during a 12-week immersive program.

AIGA SEATTLE (CHANGEMAKER SERIES)

Volunteer, May 2016 – September 2016

Drove user research and conducted user interviews to understand homelessness in Seattle. In a collaborative environment, created a marketing campaign to increase outreach to the homeless community. Identified opportunities to intervene early with at-risk populations for the SeaMar Community Center.
