Vivien Chang

(201) 835-2764 | vchang103@gmail.com | changviv.com

EXPERIENCE

Software Engineer   Jan 2018 – Apr 2020
Easypost   San Francisco, CA

Promoted to Software Engineer and worked on the Carriers team. Maintained, added, and integrated third-party postal carrier APIs to connect to the EasyPost API

- Built 3 new Flask microservices for customers: Warby Parker, Ebay, and Walmart, respectively.
    - Each service included integrations for tracking, rating, purchasing, pickup scheduling, manifest creation, and refunds
    - Integrated microservices to connect to Ruby on Rails Easypost API
- Updated over 500 customer negotiated postal rates and decreased time spent by 75% with automated script which parsed data in CSVs to insert into SQL databases.
- Updated and refactored legacy services to reduce technical debt by 33% and increase customer experience by 15%
- Developed automated onboarding process for IT team to streamline new hire process. Decreased time by 80% spent. Integrated Google, Slack, Expensify, Docusign, and Salesforce APIs into script

Senior Technical Support Engineer   Feb 2017 – Jan 2018
Easypost   San Francisco, CA

Second hired support engineer whose responsibilities included hiring new members and overseeing training of a team of five. Continuously provided support and communication between clients and partners to ensure customer satisfaction and experience.

- Responded and resolved an average of 50 emails per day within a 3 hour SLA and resolved over 100 emails per day during peak holiday season
- Documented standard resolution procedures for over 25 postal carriers for members to provide better and faster support to customers
- Oversaw resolution with Australia Post due to an expired SSL certificate which resulted in 3 hours of downtime for customers trying to purchase Australia Post labels

SKILLS

Personal: Organized, time-management, proactive, and team player
Languages: Python, Ruby, SQL, Javascript, HTML, CSS/SASS
Frameworks/Libraries: Flask, Ruby on Rails, React.js, Express.js, jQuery, Bootstrap, Handlebars, Mongoose
Database: MySQL, MongoDB
Tools: Arcanist/Phabricator, Git/Github, Vagrant, Elasticsearch Kibana

EDUCATION

UC Berkley Extension *Javascript Web Development*   Mar 2019
Bloc Ruby on Rails *Development*   Aug 2016
University of Southern California *B.S in Business Administration*   May 2015
Penn State University, 4.0 GPA (transferred)   2011-2012