JOYCE YU

Software Engineer | Joyceyu96@gmail.com | (415) 306-4999
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Technical Skills

Front-end/Back-end: Next.js 13, React.js, Django 4, PostgreSQL, MongoDB, FastAPI, Tailwind
Programming: Python, JavaScript ES6+, TypeScript, HTML5, CSS3, JSON, CI/CD, Unit tests
System Design: WebSockets, RESTful APIs, Domain-driven design, Microservices, Monoliths, Docker

Application Development Experience

IceBreaker | *Live Site***,** *GitHub Repo Link*   *2023*
A Next.js/TypeScript full-stack application that fosters social connectedness through thought-provoking questions
- Implemented real-time updates with **WebSockets** for synchronized question display for all participants
- Created the seeding script to populate the **PostgreSQL** database with an initial set of questions
- Crafted a reusable **React** component for various buttons throughout the application

Jam Pack'd | *Live Site***,** *GitHub Repo Link*   *2022*
A FastAPI & React application for music lovers to discover new tunes, Tinder-style, and create playlists
- Leveraged the **Spotify API** to collect and analyze music data for personalized song recommendations
- Implemented **CRUD** operations within our **MongoDB** database to store playlists and song information
- Contributed to the project's success by actively participating in team meetings and code reviews

Dealer Desk | *GitHub Repo Link*   *2022*
A Django & React automotive management system for inventory, sales, and service records
- Integrated **RESTful API**s to enable data retrieval and developed a **React**-based front-end with JSX
- Adopted **polling** to stay synchronized with the inventory system and maintain up-to-date information
- Created **Docker** containers for each microservice, streamlining deployment and enhancing scalability

Professional Experience

Code Instructor, The Coder School | San Mateo, CA   *2023 – present*
- Instructed students weekly, developing customized lesson plans tailored to each student's skill set and needs regarding technologies such as Scratch, HTML, CSS, JavaScript, and Python
- Translated complex technical concepts into accessible explanations, enhancing student comprehension

Loan Consultant (Sales), Better.com | Oakland, CA   *2021 – 2022*
- Served as mortgage expert and primary point of contact for borrowers throughout the loan cycle
- Consistently met and exceeded monthly sales targets, landing in the top 5% of sales team

Customer Experience Associate, Better.com | Oakland, CA   *2020 - 2021*
- Provided Tier 1 technical support and fostered product interest, handling 400 files monthly while delivering excellent customer service and maintaining an average CSAT score of 4.8/5

IT Helpdesk Technician, UCLA School of Law | Los Angeles, CA   *2016 – 2018*
- Provided Tier 1 and Tier 2 technical support via phone, email, in-person, or remote desktop software
- Diagnosed problem sources, conducted troubleshooting, and recommended optimal solutions, including considerations of replacement versus repair alternatives

Volunteer Experience

WordPress Developer, 48in48 | *Live Site*   *2023*
- Developed a multi-page static website using WordPress, HTML, and CSS for a non-profit organization called Creating Roles of Winners in Society (CROWNS)

Education

Software Engineering with JavaScript and Python, Certificate | Hack Reactor   *2022*
B.A. in Psychology, Minor in East Asian Language (Chinese) | UCLA   *2018*