

YONG CHO

Web Developer with SQL and Leadership Experience

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<https://yong-cho.com>

HOW I CAN ADD VALUE

I am a self-starter with a passion for learning new things. I am a developer with React, relational database, and SQL experience. I am logical, analytical, and my true passion is building and maintaining projects.

My areas of expertise are JavaScript and React. I also have experience in SQL. My technical skills include:

JavaScript
ES6
React
HTML5
Frontend

CSS
Node.js
Express
AJAX/HTTP
Backend

Mongoose
MongoDB
JSON
Git
Tailwind

WHAT I'VE LEARNED

Bachelor of Arts, English
The University of Texas at Austin, 2006

Certification of Web Development, V School
2022

Project Management Certification Program
The University of Texas at Austin, Professional Development Center, Austin TX, 2014

PROJECTS I'VE DONE

Hackathon/Developer, ShowCode

- Used Figma to design the layout of the website, and Javascript with a React framework to build the website for the 48 hour hackathon related to gamification and its impact on health and wellbeing. <https://github.com/maradder/Hackathon-Level-Up-Society>
<https://devpost.com/software/level-up-digitially>
- <https://main.d3p44jet41yvh3.amplifyapp.com/>

Memegenerator/Developer, V School

- Built the meme generator with a use of a meme API with a school partner; built with Javascript, React and React Bootstrap
<https://github.com/yongcho-tx/meme-gen>
<https://meme-generator-group-project.netlify.app/>

National Parks Picker/Developer, V School

- Built a national parks informational website with the use of national parks and services API; built with Javascript, React and styled components
<https://nationalparks-picker.netlify.app/>

WHERE I'VE BEEN

Worldwide Enterprise/Education and Server Advisor, Apple Inc. - 04/2016 - 07/2017

- Established and created APAC escalation matrix to utilize for other advisors to utilize when covering shifts with limited support during night shift hours
- Evaluated current processes and devised new ways to handle workflow
Collected requirements for the content management team to help create a language specific training guide utilized by APAC advisors to provide technical support to customers speaking in the language of Korean; read scripts to ensure proper dialect usage and culture references were utilized, recommended changes where necessary; helped facilitate the recording of written script for company-wide deployment

Systems Integration Operation Center Manager, Samsung SDS America - 2012 - 2016

- Wrote, updated, and ran MSSQL and Oracle SQL queries on a daily basis to view/chart performance data to provide continuous KPI and service improvement across system engineering team and its support desk team
- Implemented key service KPI matrix and set a new resolution time average of 10 minutes or lower
- Managed ticket system/dashboard enhancement involving multiple engineering teams to collect requirements to relay chart, category, and other relevant information to the developers
- Provided technical training of Unix commands, basics of SQL, and escalation procedures to helpdesk staff members on a regular basis
- Wrote SOPs for tasks requiring strict guidelines: running various shell scripts in production environment

Service Operations Manager, CDM Service Inc. - 2007 - 2012

- Increased productivity of assembly line by 40% while maintaining 99% accuracy rate by designing dual-line formation of testbeds on the factory site
- Reduced redundant tasks and increased productivity of QA processes by developing new software add-ons that complement existing IT infrastructure and ERP system
- Investigated inventory discrepancies and made proposals to the directors, procurement team, and quality team to take one or more of the following options: resale, return to vendor, customer induced damage, out of warranty
- Analyzed, consolidated, and reported the supply & demand forecasts and the entire supply chain ecosystem (in-transit, warehouse, and upcoming shipments) to maintain optimal inventory level
- Planned and executed numerous projects that successfully converted excess, no-demand inventory into high-demand runner parts

Logistics Coordinator, LG Electronics. - 2006 - 2007

- Reduced hub-to-hub diversion costs by collaborating with numerous stakeholders and various logistics carriers
- Managed Dell's Eagle hub (warehouse that stocks all inventory from external vendors) inventory stock of LG optical disc drives for Dell factory pull and consistently maintained a healthy level of inventory in accordance to Dell's strict Daily Supply Index standards
- Wrote VBA scripts to automate inventory data refresh and eliminated the cumbersome login process