

VIRGINIA CHENG

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Education

Rutgers University - New Brunswick

Bachelor of Science, Computer Science
Minor in Digital Communication, Information and Media

September 2017 - May 2021

Experience

EverTrue - Full Stack Software Engineer II; Remote

August 2021 - Present

- Led the technical design and development of 6 complex projects, coordinating teams to deliver solutions on time and within scope
- Optimized efficiency and user experience significantly by reducing video processing time by 85%
- Integrated and maintain 5+ third-party services like Stripe and Blackbaud NXT through REST APIs, streamlining user workflows
- Conduct thorough code reviews for over 200 pull requests to maintain high code quality standards
- Deploy code updates and new features to production environments using CI/CD pipelines at least once a week
- Collaborate cross-functionally to research and refine 20+ JIRA stories weekly, ensuring alignment with business goals and technical feasibility
- **Tech Used:** Laravel, PHP, React, AngularJS, Vue.js, Javascript, CSS, MySQL, AWS, Docker

ThankView - Web Developer Intern; New York City, NY

- Resolved 8 key issues for a client's accessibility audit for a more inclusive and engaging consumer experience June 2020 - August 2020
- Refactored 10 existing modal dialogs to be WAI-ARIA compliant using Micromodal.js, improving accessibility standards
- Restructured a new user-level settings table in the existing database for a more scalable database architecture
- Created and updated documentation regarding topics such as website accessibility and system architecture
- Refactored 20+ frontend files to implement the team's custom CSS utility-based architecture May 2019 - October 2019
- Revamped website overlays with updated designs and streamlined code for more flexibility and consistency
- Utilized Websocket connections for real-time monitoring of system status, significantly improving response times and system reliability
- **Tech Used:** Laravel, PHP, AngularJS, Javascript, CSS, MySQL

Digital Classroom Services - Support Specialist; New Brunswick, NJ

August 2019 - May 2021

- Assisted and trained 20+ faculty members how to use tech equipment, enhancing their ability to effectively utilize classroom technology
- Resolved 100+ technical issues within classrooms such as microphone or computer malfunctions, ensuring minimal disruption to classes
- Performed preventative maintenance on over 200 pieces of equipment, prolonging their lifespan and reducing the incidence of malfunctions

Rutgers Office of Information Technology - Help Desk Consultant; New Brunswick, NJ

June 2019 - August 2019

- Developed technical skills to troubleshoot 30+ network and security issues, improving overall system reliability and security
- Provided phone and in-person computing-related support services to at least 120 students and faculty members
- Assisted supervisors with projects and other duties, contributing to the successful completion of department initiatives

Häagen-Dazs - Manager; Livingston, NJ

September 2014 - August 2018

- Provided exceptional customer service to ensure repeat business
- Trained and managed 10 employees in basic service operations, improving overall team efficiency and performance
- Managed daily revenue reports for end-of-day financial operations, overseeing \$3,000+ in daily transactions
- Designed cakes and created approximately 1,800 cakes per year

Projects

Cafe Maddy Cab - cafemaddycab.org

April 2022 - November 2022

An initiative that provides essential rides for the vulnerable Asian minority population in New York City

- Led development of the Cafe Maddy Cab website from scratch with another developer over the course of one month
- Streamlined the ride approval process to enable volunteers to approve up to 250 requests each week
- Collaborated with a project manager and designer to create an engaging and intuitive user interface within a set timeline
- Raised \$106,880 and provided 4,134 safe rides for the AAPI community in New York City between May and November 2022
- **Tech Used:** React, Express.js, MongoDB

Skills

Languages: Javascript, PHP, Java, C

Frameworks and Databases: React, AngularJS (1.x), Vue.js, Laravel, Express.js, Next.js, MySQL, MongoDB

Tools: Docker, Jenkins, npm, Agile/Scrum Methodology, Github, Bitbucket, Figma, Asana, Jira, Notion