

# MICHELLE CHU

## EMAIL

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## MOBILE

(469) 855-9628

## LOCATION

Austin, TX

## PROFESSIONAL SKILLS

Customer support, Content creation/management, Incident management, Product management, Six Sigma yellow belt, Product training

## TECHNICAL SKILLS

Python, Ruby, SQL, HTML/CSS, Scripting, Data analysis, Data hygiene, APIs, Django, Jira/Confluence

## EXPERIENCE

### DATA ENGINEER

[Umbel](#)

May 2017 – Present

- Triage client and incident requests, providing resolutions when possible or ticketing for platform engineers.
- Gather requirements, build, document, and maintain integrations with external APIs and applications (Ticketmaster, Policymap, Mailchimp, etc.) for data ingestion.
- Serve as a technical account manager for enterprise-level clients with highly complex, technical implementations.

### IMPLEMENTATION ENGINEER

[Umbel](#)

Feb 2015 – May 2017

- Manage technical onboarding and data ingestion for 75+ clients with responsibilities including data cleansing, custom reporting, data architecture consultation, and manipulation of large data sets.
- Guide clients through implementation, debuggins, and testing of Umbel's SDKs (JS, iOS, Android) and various integrations.
- Effectively communicate technical concepts to clients with a diverse range of tech understanding via written and spoken means.
- Create documentation on processes and train new clients and employees on the product.

### IT BUSINESS ANALYST

The Hartford

Jul 2013 – Jul 2014

- Mapped process flows for the major functionalities of the Customer Service Center site.
- Led weekly incident status update and prioritization meetings to serve as a liaison between the business and engineering teams.
- Analyzed support emails and presented UX recommendations.

### CONTRIBUTING WRITER

[EDMTunes](#)

Nov 2013 – Jan 2017

- Contributed 260+ reviews, interviews, and general articles about electronic music with the site averaging 2 million pageviews a month.

## EDUCATION

### INTERESTS

MUSIC RESEARCHER and

VINYL COLLECTOR

TRAVELER

COMMITTED VOLUNTEER at

[AGUA DULCE](#) URBAN FARM

**DEV BOOTCAMP** - October 2014 – New York City, New York

19-week, intensive web development program focusing on Ruby on Rails and JavaScript.

**THE UNIVERSITY OF TEXAS AT AUSTIN** - May 2013

Bachelor's Degrees: Multimedia Journalism, Management of Information Systems, and Business Honors. *Overall GPA: 3.86*

**CHINESE UNIVERSITY OF HONG KONG** - Fall 2011

International Studies for Business and Communications

### CONNECT

[LINKEDIN](#)

[GITHUB](#)

[EDMTUNES](#)

[SOUNDCLOUD](#)