

Raymond Chen

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Education

University of California, Davis - Davis, CA

Graduated 06/2015

- **Human Development**, *Bachelor of Science*
- **Psychology**, Minor
- **Relevant Coursework:** MySQL, Computers in Technology, Statistics, Principles of Macro/Microeconomics, Cognitive/Social Development, Research Methods in Human Development
- **Dean's Honors List**, College of Agricultural and Environmental Sciences

Experience

Twitter – San Francisco, CA

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Process Specialist (via Cognizant)

08/2016-7/2017

- Business-partner with cross-functional teams in product and engineering on various projects that included new feature work, tool improvements, documentation tasks, and collection of user feedback
- Generated qualitative insights from content and label data to determine opportunities for improvement before recommending user experience enhancements and development of core operational workflows

User Services Evaluation Agent (via Adecco)

09/2015-08/2016

- Conducted fraud investigations on high volume of reported data sources and abusive content to identify system product susceptibilities and spam user accounts in violation of company Terms of Services
- Fulfilled service level agreement targets by utilizing internal tools to effectively protect user environment from severe spam or API abuse incidents

Combo Express– Vallejo, CA

Restaurant Operations Consultant

06/2015-09/2015

- Executed successful digital marketing plan by building an effective Yelp business profile to develop brand awareness and brand loyalty as an initiative for customer acquisition and retention
- Optimized customer experience by implementing innovative visual merchandising via renovated store interior, redesigned menu-boards, and improved food-service presentation

University of California, Davis – Davis, CA

Parents to Peers Research Assistant

09/2014-06/2015

- Supported university professors on research lab tasks including collection and recording of research data
- Performed labeling and editing of 1000+ of images from research data collection

Technical Skills

- Computer experience in Microsoft Office (*Excel, Word, Outlook, and PowerPoint*)
- Experience in all Social Media Platforms
- Language proficient in Chinese: Mandarin and Cantonese