

# Vanessa Chen — Résumé

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## Education

**Duke University**, *B.S. in Computer Science.*

*Psychology (Minor), Innovation and Entrepreneurship (Cert.).*

**Aug 2019 – May 2023**

*Durham, NC; GPA: 3.96*

**The Nueva School**, *High School Diploma.*

*Competitive figure skater on Team USA (gap year 2016-17). Placed top 10 among skaters from 9 countries.*

**Aug 2014 – Jun 2019**

**GPA: 3.95**

## Work Experience

### Technical Internships

**Salesforce**, *Software Engineering Intern.*

*San Francisco, California; May 2022 - Aug 2022*

- Led development for reusable custom components on new platform application across multiple teams. Identified further customer use-cases and developed additional custom features after aligning with engineering and product team.
- Built flexible components off-platform with JS and Salesforce OS library and integrated components into platform POC for next release.
- Defined data payload for components to remove UI changes needed when backend ML dependency is completed. Proposed method to store data in 20x less space while providing sufficient information and flexibility. Streamlined team onboarding process with documentation.

**Salesforce**, *Software Engineering Intern.*

*San Francisco, California; May 2021 – Aug 2021*

- Collaborated with developers, PMs and designers to develop an application's mobile push feature, allowing 700+ enterprise customers gain further analytic insight on their 3000+ mobile apps and test SMS push notifications in real-time, affecting up to 2B devices.
- Laid out blueprint for backend development by independently designing service architecture document to define all REST API endpoints, appropriate data responses, and identify the process for where the data should be sent / retrieved, streamlining development efficiency.
- Led product development for application frontend including dashboard with real-time analytics and push notification tester to dynamically test notifications with predicted effectiveness. Utilized JavaScript, React, Nightwatch.js, and Agile development methodologies.

**RetinalCare**, *Machine Learning Consultant.*

*Remote / Oklahoma City, Oklahoma; May 2020 – Aug 2020*

- Created machine learning models with Python to classify patients at high risk for treatable eye diseases (AMD, DR) that lead to blindness.
- Developed models with 29% higher accuracy than baseline sorting of diabetes duration to identify people at high risk for DR.
- Developed models with 6% higher accuracy than baseline age-sorting, identifying ~1200 more high-risk patients for treatment of AMD.

**Sunforge LLC**, *Web Development Intern.*

*Remote / Somerville, CA; May 2020 – Aug 2020*

- Redesigned website, implemented new features and captcha to prevent 1k+ annual spam registrations using PHP, HTML/CSS, JavaScript.
- Created PHP templates to automate process of creating new blog posts entirely through Wordpress dashboard with custom theme, saving the company 100+ hours by bypassing the need for a developer to upload posts.

### Product Internships

**Dashbot**, *Growth Intern, Bessemer Fellow (1 of 20 among 2k+ applicants).*

*Remote; Jan 2022 – Present*

- Established user education plan with updated documentation and weekly email campaigns, maintaining a 30% average open rate for 1k+ users. Identified key user needs through the increase in direct email responses.
- Validated integration bottleneck and decreased integration time by 45% through an updated user experience and increased support.
- Initiated product-led growth strategy to combat decreasing user signups by identifying optimal freemium features while minimizing cost.
- Created semi-automated pipeline to manage customer health using SQL and Snowflake, bypassing need to manually filter 10k+ users. Enabled issue detection and user growth analysis without dependence on engineering team, saving 10+ hrs/week of manual monitoring.

**CPrime**, *Product Marketing and Management Intern.*

*San Mateo, CA; Jul 2019 – Aug 2019*

- Led campaigns to identify email marketing strategies and streamlined process for analyzing large annual datasets spanning 2019 by reorganizing the campaign setup structure, removing the need for manual data collection.

## Leadership

**Data Structures & Algorithms TA (400+ students)**, *Duke University CS Department.* *Durham, NC; Jan 2020 – Present*

- Co-lead weekly section of 20+ students and hold office hours to guide students on projects and concepts, beginning as a first-year.

**Vector Rideshare**, *Founding Product Team Developer.*

*Durham, NC; May 2020 – Jan 2022*

- Market, research and pitch to grow this student-run transportation startup across campuses, now operating in three universities.
- Redesign our custom ridesharing app using Figma and JavaScript to be used by thousands of students.

## Skills Activities

**Languages / Frameworks:** Java, Python, JavaScript, SQL, Swift, C, PHP, R — React, Pandas, PyTorch, TensorFlow

**Other Technologies:** Unity, Figma, Arduino, SolidWorks, AutoCAD, Fusion360

**Other Activities:** Duke Sheroes (Co-president), Duke Colab Studio TA, Duke Impact Investing Club (Analyst)