

# Xiaohan (Alice) Meng

Seattle, WA

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## PROFESSIONAL DEVELOPMENT

### Certificate Courses

- CS50: Introduction to Computer Science Verified Certificate ([Link](#)) 2021.01.12
- Google IT Automation with Python ([Link](#)) 2021.04.03
- Full Stack Web Developer Nanodegree Program ([Link](#)) 2021.08.02

### Computer Science Courses

2019 - 2023

- CS141 Computer Science I Java
- CS 61A: Structure and Interpretation of Computer Programs
- JavaScript Algorithms and Data Structures Masterclass
- Web Developer Bootcamp
- Introduction to Descriptive Statistics
- Introduction to Inferential Statistics
- Data Visualization with Tableau
- Introduction to Python programming
- Introduction to Data Analysis with Numpy and Pandas
- Introduction to Relational Databases with SQL
- Anaconda and Jupyter Notebooks

### Technical Skills

- Programming: Python, Java, JavaScript, C, HTML, CSS
- Operating System: MacOS, Debian Linux
- Tools: Kubernetes, Docker, Git
- Database: SQLite, Postgres

## EDUCATION

### Rochester Institute Of Technology

Master of Science in Hospitality and Tourism Management

2012.03 - 2014.06

### Beijing Technology and Business University

Bachelor of Science in International Economics and Trade

2007.09 - 2011.07

## PROFESSIONAL EXPERIENCE

### Technical Expert, Apple

2022.10 - Present

*Seattle, WA*

- Apple certified hardware repair expert
- Extensive experience troubleshooting and repairing iOS devices
- Consistently deliver great customer service by maintaining above 95% same unit repair rate and on time repair rate
- Collaborating with other teams across the region to resolve issues efficiently
- Supporting and mentoring colleagues with software and hardware questions
- Includes all responsibilities from Technical Specialist

Technical Specialist, Apple  
Seattle, WA

2021.08 - 2022.10

- Triage software and hardware issues for customers by troubleshooting and running diagnostics on Apple devices
- Develop efficient and customized solutions based on customer needs
- Maintained above 97% customer satisfaction rate at every quarterly review
- Collaborate with colleagues to improve team throughput
- Continuously updating technical knowledge through training and researching

Accounting Administrative Assistant, Visions Hotels  
Rochester, NY

2015.12 - 2016.05

- Organized accounting documents to make access easier for management
- Monitored and made phone calls to keep track of hotel branch daily deposits
- Assisted management with accounting projects

Business Owner and Manager, 22 Café  
China

2011.12 - 2012.11

- Designed and decorated 22 Café based on the brand identity
- Implemented custom marketing plan and managed food and beverage inventory
- Worked with local businesses to build partnerships and community
- Interviewed and trained new employees

## PROJECTS

- Food blog website: We Eat Happy Food ([Link](#)) In Progress

I started this project to practice using Python, HTML, CSS, JavaScript, and SQL to make a blog website in order to share healthy recipes and lifestyles. It supports user logins and creating posts using Markdown for content.

- Casting Agency ([Link](#)) 2021.06 -2021.08

Created a service using RESTful APIs, and SQLAlchemy to conduct database queries. Also added role-based authentication and role-based access control (RBAC) with Auth0 and JWT tokens. Finally implemented unit tests, and deployed to Heroku.

- Trivia API ([Link](#)) 2021.05 - 2021.06

Created API documentation, and practiced the skill of reading code and understanding the purpose of the API, the data it works with, and how to send requests and parse the response.

- Fyyur Music ([Link](#)) 2021.04 - 2021.05

Learned how to use PostgreSQL to create a relational database schema and used Python to create, read and update data through a web API interface.