# Chance Chime

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## Education

**Western Governors University**                                                                 **Millcreek, UT**
*Master of Science in Software Engineering | Domain-Driven Design*                           *Expected April 2026*

**California State University, Northridge**                                                     **Northridge, CA**
*Bachelor of Science in Computer Science | GPA: 3.31*                                            *December 2024*
- Coursework: Algorithms, Data Structures, Operating Systems, Software Engineering, Database Design, Web Engineering, Object-Oriented Design, Artificial Intelligence.

## Skills

**Product**: Requirements, user stories, feature scoping, prioritization, roadmap support, documentation, stakeholder alignment

**Data**: SQL, metrics tracking, dashboards, data validation, performance analysis

**Tools**: Jira, Figma, Git, Postman, VS Code

**Technical**: Python, TypeScript, SQL, C#, REST APIs, OAuth, PostgreSQL, Firebase, Supabase, AWS, Azure

**Frameworks**: React, Angular, Node.js, Flask, FastAPI, .NET

## Experience

**Administrative Support Assistant II**                                                          **Northridge, CA**
*CSUN University Student Union*                                                      *October 2023 – January 2025*
- Supervised daily operations of a student computer lab supporting 200+ weekly users, ensuring service quality, system reliability, and positive customer experience.
- Led and coordinated skill-building workshops covering Adobe and Microsoft tools, improving user confidence and effective use of lab resources.
- Reduced technical response time by 25% by improving intake, triage, and internal documentation workflows used by staff and student workers.
- Partnered with the USU marketing team and campus stakeholders on outreach efforts, translating user needs into improved services and engagement.

**Research Associate**                                                                           **Northridge, CA**
*CSUN ARCS (Autonomy Research Center for STEAHM)*                                        *August 2023 – May 2024*
- Contributed to NASA JPL-affiliated research prototypes by implementing backend components, integration modules, and data processing logic aligned to project requirements.
- Improved delivery reliability across three systems by clarifying requirements, validating integration points, and documenting decisions to reduce rework.
- Maintained Jira workflows and engineering documentation to improve milestone tracking, coordination, and handoffs across contributors.

**Residential Advisor**                                                                          **Northridge, CA**
*CSUN Student Housing*                                                                     *July 2023 – May 2024*
- Led community initiatives and coordinated resident support by balancing safety, policy enforcement, and engagement goals in a high-traffic environment.
- Recognized as 2024 Residential Advisor Mentor of the Year for leadership, communication, and peer mentorship.

## Projects

**Titan: Workforce Tool to Google Calendar Sync**          **React, TypeScript, OAuth 2.0, Google Calendar API**
- Shipped a Chrome extension that automated schedule syncing from the Home Depot workforce portal to Google Calendar, eliminating manual entry for end users.
- Defined product requirements and edge cases, then implemented secure authentication, schedule parsing, and event reconciliation logic.
- Designed a modular architecture separating UI, background workers, and content scripts to support maintainability and fast iteration.

**Spotly: Social Discovery App**                              **Figma, React, TypeScript, Firebase, Maps APIs**
- Designed a social-first discovery product to help groups find new places and coordinate plans with shared context.
- Defined MVP scope and requirements across discovery, saved spots, and coordination flows, prioritizing features based on user needs and effort tradeoffs.
- Designed end-to-end UX flows and data models to support group planning and activity signals while maintaining scalability.

**DriverHub Analytics**                                      **Angular, TypeScript, FastAPI, Supabase (PostgreSQL)**
- Built a real-time Formula 1 analytics dashboard focused on fast insights, filtering, and usability.
- Optimized SQL queries and API responses to achieve sub-100 ms latency for key views.
- Created reusable filtering and chart components to support scalable feature expansion.