

Objective: Full-time professional and part-time master's student, studying computer science, with diverse working background seeking to switch careers and apply knowledge and technical skills in a software engineering role

EDUCATION

University of Pennsylvania

Aug 2020 – Aug 2023 (expected)

- Master of Computer and Information Technology, Computer Science, 3.93 GPA

Carnegie Mellon University

Aug 2013 – May 2017

- Bachelor of Science in Chemical Engineering with Minor in Biomedical Engineering, 3.07 QPA

PROJECTS

Detect Index Out of Bounds Errors in C Programs

Aug 2022

- Created a static analysis tool to detect and display Index Out of Bounds errors for direct array indexing, indexing with variables whose value may be unknown at compile time, and arrays initialized or indexed with pointers
- Utilized C, C++, LLVM, chaotic iteration methods, dataflow analysis, and pointer analysis

Personal Website: weimonlu.com

Ongoing

- Utilized HTML, CSS, and JavaScript to create a website highlighting projects and achievements; Hosted with HostGator

Battleship

Nov 2020

- Built a single-player version of Battleship playable through the terminal and utilizing Java and employing object-oriented programming concepts

EXPERIENCE

Panopto, Seattle, WA

Salesforce Administrator

Nov 2022 - Present

- Responded to and resolved an average of 50 Salesforce bug fix and automation requests per month from over 200 employees while keeping the majority of resolution times within two business days
- Reduced over 10 years of tech debt by auditing existing automation, removing regional differences in processes, and replacing outdated Workflows and Apex classes, ultimately improving modularity and user experience
- Managed projects for large-scale CRM changes to improve cross-functional team processes, such as implementing new pricing systems, creating case management frameworks, and building lead routing flows

CRM and Marketing Operations Specialist

Jun 2020 – Oct 2022

- Administered 11 third-party tools that integrated with the company's Salesforce instance, continuously improving the marketing and sales tech stack to increase prospect engagement and maintain data quality

Sales Operations Coordinator

May 2018 – May 2020

- Ensured contracts for 2,000+ sales a year followed the correct process for a seamless customer experience without interruptions in service; Acted as liaison between sales, legal, and accounting teams to close all sales

University of Pennsylvania, Remote

Head Teaching Assistant

Aug 2021 – Aug 2022

- Managed team of 30 TAs and Graders in supporting over 400 students each semester for the master's level course Introduction to Software Design; Consulted on and implemented improvements to lectures, assignments, and exams
- Fostered learning by leading recitations and office hours; Answered 1,500+ questions on online forums per semester

PNC Financial Services, Cleveland, OH

Institutional Asset Management Analyst

Jun 2017 – May 2018

- Analyzed data to determine asset allocation adjustments for PNC's Balanced Allocation Fund with net assets of \$15M
- Implemented Excel macros to streamline reports, saving two hours of manual work per day; Led VBA and Excel learning sessions to a 30-person analyst class and consulted on automating their spreadsheets to improve efficiency across teams

Additional Information

- **Skills:** Python, Java, C, C++, SQL, HTML/CSS, JavaScript, Apex, VBA
- **Honors and Awards:** TA Leadership Award (Fall 2021)