James Chen

Profile

I'm an empathetic web designer who specializes in getting the user to their information, in the least amount of clicks.

Skills

HTML / SASS / jQuery / Material.io

PL/SQL / Oracle APEX / Wordpress

Ruby on Rails / Angular / GIT

Balsamiq Wireframing

Agile Methodology

Stakeholder management

Contact

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Cigna Responsibilities 2016-Current

Technology Solution Zone

• Designed and developed an IT triaging application in Oracle APEX used for enterprise appointment scheduling and IT ticket resolution.
• Engage in weekly consultations with stakeholders to prioritize new development, test completed code and discuss future user stories.
• Led the virtualization of the on-demand tech support experience by interfacing our application with Cisco's Webex during the workforce's migration to remote.
• This application has helped more than 8000 employees.

Device Management Zone

• Collaborated with different parts of the business to create an application to help the company refresh hardware and update users to Windows 10.
• A user of this application is able to receive a new laptop at their doorstep and have all of their documents, files and applications transferred with 8 clicks.
• Coded automated HTML email notifications sent out to the enterprise for each user's scheduled hardware refresh.
• Photographed 360 degree photos of hardware and stitched the photos together with jQuery to create an interactive user experience.
• More than 45,000 devices have been refreshed at Cigna via our app.

IT Videography

• Created videos communicating the functions of our department and how we serve Cigna in an entertaining yet informative manner.
• Filmed shorts and interviews with customers satisfied with our IT services.
• Seamlessly executed the broadcast of our IT town halls to my hundreds of colleagues working from across the US.

Other Roles

Photographer | Videographer
2016-Current

NYCDA Coding Student
2015

GlaxoSmithKline Data Analyst
2012-2015

University of Pittsburgh | Business
2008-2012

Secondary Skills

- Mirrorless DSLR Photography
- Lightroom
- Photoshop
- Weightlifting

- Gimbal Videography
- Final Cut Pro
- Camtasia
- Dragonboat Racing