

# Lizzie Chai

Dallas, TX · [contact@lizziechai.com](mailto:contact@lizziechai.com) · [linkedin.com/in/lizziechai11](https://www.linkedin.com/in/lizziechai11) · [lizziechai.com](https://lizziechai.com)

## PROFILE

---

Tech-fluent professional with 5+ years supporting high-traffic consumer web platforms and SaaS products. Experienced in diagnosing production issues, validating tracking and CRM integrations, and translating technical findings into clear, actionable guidance for users and internal teams. At The New York Times, supported cross-functional project workflows, created internal tools that cut onboarding time by ~50%, and earned the Making Others Great Award for collaboration across engineering, product, QA, and marketing teams. Seeking a full-time role at a startup or mission-driven company in product support, customer success, or operations.

## EXPERIENCE

---

### HiOperator, Dallas, TX

*Customer Happiness Engineer (Support Specialist)*

**Apr 2025 – Jun 2025**

- Managed a high-volume queue of complex support cases across multiple SaaS clients, averaging 22+ weighted ticket points per hour (internal point system).
- Exceeded SLA targets by 37.5% while resolving 95%+ of issues without second-level escalation.
- Investigated workflow, account, and integration-related issues, clearly documenting findings and next steps for clients.
- Recognized as Employee of the Month within the first 60 days for reliability and satisfaction scores.

### Dallas Animal Services, Dallas, TX

*Data Entry Specialist (Part Time - Temp)*

**Nov 2024 – Mar 2025**

- Entered and verified data for 1,600+ animal records, proactively identifying and correcting errors to maintain accurate databases.
- Prepared internal reports and supported administrative staff with record organization and updates.

### The New York Times, New York, NY

*Web Developer*

**Feb 2022 – Feb 2024**

- Developed and maintained subscription landing pages on web and mobile SaaS platforms serving 5M+ monthly visitors, leveraging that technical foundation to troubleshoot bugs, diagnose data errors, and resolve production issues quickly.
- Diagnosed and resolved tracking issues across 30+ campaign workflows, including misfiring tags and attribution errors that caused inaccurate reporting in CRM and analytics platforms.
- Escalated application defects to engineering with detailed replication steps while communicating impact and timelines in plain language to cross-functional stakeholders.
- Validated product behavior in production and staging environments, catching user-facing defects before launch and reducing downstream support volume.
- Built 10+ internal troubleshooting guides and QA checklists adopted across teams, cutting onboarding time by ~50% and serving as a go-to resource for resolving recurring issues.
- Awarded the Making Others Great Award for cross-functional collaboration, recognized for knowledge-sharing and partnership across engineering, product, and marketing.

### Flymya Travel Agency, Yangon, Myanmar

*Frontend Developer*

**Aug 2019 – Jul 2021**

- Supported a consumer-facing SaaS travel booking platform used by 300K+ annual customers, validating booking workflows and ensuring accurate data flow into internal systems.
- Validated tracking implementations across 15+ campaigns, improving attribution accuracy.

### KoeKoeTech, Yangon, Myanmar

*Grants Manager & Coordinator*

**May 2018 – Mar 2019**

- Secured \$120K+ in funding for healthcare initiatives by collaborating with engineering and program management teams to craft grant proposals and stakeholder presentations for local and international donors.

## SKILLS

---

**Collaboration & Async:** Notion, Loom, Google Workspace, Slack, Microsoft Teams

**Support & Workflow:** Jira, Zendesk, HubSpot, Asana, Monday.com

**Troubleshooting:** REST APIs, CRM & Tracking Integrations, Tag Debugging, SQL (Foundational), Google BigQuery

**Web Systems:** HTML, CSS, JavaScript, React.js, Node.js

**Analytics & Validation:** Google Analytics, Google Tag Manager, A/B Testing, Hotjar

**Version Control:** Git, GitHub

**Operating Systems:** macOS, Windows

## EDUCATION

---

**Bachelor of Arts (BA) Philosophy; Public Policy & Law**

Trinity College · Hartford, CT

May 2016

## CERTIFICATIONS

---

**Pre-Employment Program**

Revature

Apr 2025

**Full Stack Software Development: Scalable Cloud Applications**

McCombs School of Business, The University of Texas at Austin

Nov 2024

**Full Stack Web Development with Angular Specialization**

Coursera

Oct 2021

**Google UX Design Certificate**

Coursera

Aug 2021

## AWARDS & VOLUNTEERING

---

**Making Others Great Award** — The New York Times

Dec 2023

**Employee of the Month** — HiOperator

May 2025

**English Content Proofreader**

Web Comics (Remote)

Oct 2025 – Present

**Shelter Operations Volunteer**

Dallas Animal Services

Oct 2024 – Present

**Animal Care Volunteer**

Animal Care Centers of NYC

Jun 2022 – Dec 2022