

Justin Soon

Bachelor of Science, Communication Studies
Concentration in Organizational Communication
James Madison University, May 2022

Email: justin.soon@verizon.net
Website: justinson.io

Personal Objective

- I am a highly motivated individual with a passion for building strong connections and relationships that last. My goal is to give everyone a voice and help them achieve their goals through effective communication and problem-solving. I am constantly seeking opportunities to learn and grow, both personally and professionally.

Work Experience

Dell Technologies

August 2022 - Present

- **Account Manager**

- Demonstrated strong time-management and organization skills in developing an effective follow-up strategy and quoting out complex systems early in the role.
- Highly coachable and committed to continuous improvement, consistently striving to improve productivity and performance targets while listening and implementing feedback.
- Known for strong knowledge and resourcefulness in the role, able to build strong relationships with customers and network with peers and leadership to develop future career opportunities.
- Trending to over-attain in role with 259% PTG, with a strong commitment to continuing activities that bring success while developing a personal brand and career growth opportunities.

Starship Technologies

December 2020 - August 2022

- **Operations Specialist**

- Performed data analytics and entry functions while consulting with over 50 merchant partners
- Communicating with merchants to streamline technical operational aspects to carry out the merchant requirements
- Assist the business operations manager in planning, organizing, and coordinating functions relating to the operation of the business
- Coordinate with multiple team members to enact large changes and ensure consistency in product offering
- Improving internal and external processes related to Starship's offering or delivery operations
- Troubleshoot technical issues reported by our partners and internal stakeholders

Programming Projects

- **Dell Technologies, Automation and Assets**

January 2023

- Designed a script to automatically identify industries based on company names, enhancing sales relevancy and driving revenue growth.
- Developed a program to extract customer account information, including order history, quote history, and notes history, ensuring six points of touch and optimizing the customer experience.
- Created a script to scrape customer identifiers such as phone numbers, company names, and email addresses, streamlining the customer onboarding process and increasing efficiency in providing solutions.
- Engineered a script to automatically notify customers of their in-store credit through customer-facing notifications, improving face-to-face meetings and presentations while enhancing the overall customer experience.

- **Starship Technologies, Automation and Assets**

October 2021

- Developed script to scrape unformatted Starbucks's CSV data sheets then automatically insert data into a sorted singular CSV data sheet.
- Collected over 1,000 unique item's barcodes, prices, and nutritional data to be matched against current available products.
- Developed scraper utilizing python and leveraging Levenshtein distance for partial string recognition.

Technical Skills

Languages

Java, C Sharp, C++, Python, SQL, GIT, JavaScript, HTML5, CSS, LUA, LaTeX

Applications/Tools

Photoshop, Adobe Premier, Adobe Audition, Google Analytics/Suite, FTP, MySQL, Windows, Linux, Microsoft Office Suite

Undergraduate Coursework

Databases, Programming Languages, Accounting, Business Analytics, Organizational Communication, Interpersonal Skills, Leadership Communication, Quantitative Research Methods, Presentational Speaking, Business/Professional Communication

Membership

- Air Force ROTC Drill Team: JMU Wing - Drill Commander (2019-2020)

2018 - 2020