

# Ke-Yun Yeh

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## Education

### University of Pittsburgh

Apr. 2020

- Master of Science in Information Science with a specialization in Database and Web Systems (GPA: 3.65/4.0)
- President of the School of Computing and Information Science Graduate Student Organization

### National Taiwan University

Jun. 2018

- Bachelor of Science in Library and Information Science with a minor in Economics (GPA: 3.65/4.0)

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## Technical Skills

**Programming:** Java, JavaScript, Node.js, JQuery, Bootstrap, HTML/CSS, JSON, Python, R, Erlang, MatLab

**Applications:** MySQL, MongoDB, InfluxDB, Neo4j, Stata, Axure, Tableau, Salesforce CRM, Git, Azure DevOps

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## Professional Experience

### Salesforce Lead Administrator

Jun. 2020 – Present

#### University of Pittsburgh, Pitt Information Technology team

Pittsburgh, PA

- Configuring Sales Cloud and Pardot to automate the business process, including managing users, creating reports, etc.
- Rebuilding applications built with JOE in Salesforce, using flow, lightning web components, VisualForce Pages, etc.
- Integrating PeopleSoft data-warehouse with Salesforce to run daily sync-up, using Jitterbit

#### IT Purchasing Project

- Designing and implementing the internal IT purchasing application for faculty and staffs to view items and place orders, and for the IT team to review the requests, track orders, and manage inventories
- Building Community as the web interface, configuring process builder and approval process to automate communications

#### Student Advising Project

- Creating a Salesforce Community where students can access their consulting notes and manage their academic profiles
- Creating a Salesforce App for advising team to schedule meetings, track conversations between advisors and students

### Salesforce Junior Developer

May 2019 – Apr. 2020

#### University of Pittsburgh, Enterprise CRM Team

Pittsburgh, PA

- Assisted daily operations in Sales Cloud, Service Cloud and Marketing Cloud, including writing VisualForce Pages/Apex Classes/triggers and writing user stories, test plans and technical documents following agile SDLC

#### Security Enhancement Project

- Identified and analyzed 291 potential risks that could make Salesforce platform vulnerable to the data breach
- Proposed and deployed solutions to the risks to improve the system from the codebase, including preventing Cross-Site Scripting, checking CRUD operation, fixing invalid unit tests and SOQL injection, etc.

#### Federated Authorization Project

- Designed 4 web forms with FormAssembly, configured the link with Community and set up record types, page layouts and workflow rules on Object to handle requests from different forms, which accelerates the approval procedure
- Coded the functionality to automatically assign an appropriate license based on user's Active Directory group membership when they sign-in the system for the first time

### Project Management Intern

Jul. – Sep. 2016

#### Netivism

Taipei, Taiwan

- Conducted user studies, created customer journey maps and completed the Request For Proposal under the constraints of resources, schedule, and budget for the [official website of Netivism](#)
- Reformed and completed the Responsive Web User Interface Design for the official website of Netivism
- Prepared the wireframe of the official website of Netivism to demo with Axure

### Web Administrator

Aug. 2015 – Jul. 2016

#### Global Initiatives Symposium in Taiwan (GIS Taiwan)

Taipei, Taiwan

- Built and designed the [website](#) architecture of GIS Taiwan and conducted Search Engine Optimization
- Maintained and developed the content of the website with Weebly, HTML/CSS, and JavaScript
- Designed and maintained the membership system for activity registration and analyzed the derived data of delegates for improvement of activity design by R