

Andrew Choi

acb612@gmail.com

| (317)-445-8459

| [linkedin.com/in/andrewchoi612/](https://www.linkedin.com/in/andrewchoi612/)

| andrewchoi.work/

Education

Indiana University Purdue University
Indianapolis
Luddy School of Informatics, Computing, and
Engineering Indianapolis, IN

Bachelor of Media Arts and Science with a
Minor in Computer Science

Most Recent Projects

Aug 2020 – May 2024

- Family Leisure – supported website updates, troubleshooting, and content adjustments
- Indiana Legal Services – assisted with site maintenance, technical fixes, and workflow coordination
- Regenstrief Institute – contributed to updates, diagnostics, and cross-team communication

Work Experience

Front End Developer and Support Specialist • Ayokay

Jul 2024 – Dec 2025

Responsibilities

- Provided front-line customer support for website and marketing clients, addressing issues promptly and professionally.
- Scoped project requirements and clarified needs to ensure accurate planning and execution.
- Collaborated with internal teams to design, develop, and implement client requests across multiple platforms.
- Estimated project timelines, collected team time logs, and reviewed submitted hours for accuracy and efficiency.
- Delivered completed work on schedule while maintaining high quality standards.
- Communicated clearly with the entire team, ensuring alignment on delegated tasks and articulating development needs to the dev team.
- Identified potential risks or system malfunctions and proactively implemented solutions.
- Sought opportunities to improve workflows and recommended new project ideas to strengthen team output.
- Documented processes and procedures to optimize internal operations and improve time management.

Projects

- Helped maintain and support a Salesforce-based website, assisting with updates, troubleshooting, and feature adjustments.
- Spearheaded the setup and migration to a new SMTP platform for multiple client sites, ensuring smoother and more reliable email delivery.
- Managed a support team, coordinating tasks, overseeing workloads, and ensuring timely and effective resolution of client issues.

Logistics Coordinator • Continuud

May 2023 – June 2024

Responsibilities

- Coordinated technology deployments, configured devices, and ensured readiness for client use
- Managed inbound and outbound workflows, tracked shipments, and maintained accurate records
- Communicated with vendors and customers to resolve issues and align expectations
- Created documentation for processes, tools, and workflows
- Delivered training to staff on new tools and technologies
- Maintained client websites using WordPress

Projects

- Led creation of the Paramedicine Platform for Health Plus Indiana using Jotform
- Contributed to Continuud website redesign
- Led secured form and online scheduling product offerings

Software Developer Contractor • Indiana Sports Corp

Jan 2024 – June 2024

Responsibilities

- Coordinated with clients and stakeholders to gather requirements and align on deliverables
- Developed AR features for the 2024 Olympic swimming trials
- Troubleshoot technical issues, documented findings, and ensured app stability
- Managed project timelines and collaborated with team members to meet deadlines

Projects

- Explore Indy AR tourism app
- Experience Indy interactive map app

Professional Summary

I am excited to apply for opportunities where I can bring together my experience in technical support, project coordination, and front-end development. My background includes triaging incoming requests, supporting cross-functional teams, documenting workflows, and delivering high-quality digital work. While at Ayokay, I contributed to projects for Family Leisure, Indiana Legal Services, and the Regenstrief Institute, supporting updates, troubleshooting, and coordination across teams. I enjoy creating clarity, solving problems, and helping teams stay organized and aligned. I work well in both technical and customer-facing environments and adapt quickly to new tools and workflows. I am open to roles across technical support, project coordination, digital operations, and junior development.

Core Skills

- Project Coordination: Task Triage, Timeline Tracking, Stakeholder Communication, Risk Identification, Meeting Facilitation
- Technical Skills: Website Support, Front End Development, MDM Tools, WordPress, React, Airtable, Mapbox
- Operations & Workflow: Documentation, Process Improvement, Requirements Gathering, Cross Functional Collaboration

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- Tools: ITSM Platforms (ServiceNow-style workflows), Microsoft Office Suite, Project Planning Tools (Jira-style workflows)
 - Soft Skills: Communication, Problem Solving, Adaptability, Customer Support, Team Collaboration