

Jason Chen

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GITHUB: <https://github.com/CHENJ137>

PERSONAL STATEMENT

The most important attribute I have is my enthusiasm to learn and to do a job well. I have genuine interests in Technology and in Arts and with my work experience they have helped make me become grounded in my approach to work and attitude towards a job.

WORK EXPERIENCE

JUN 2019 – PRESENT

MYLOTTO HELPDESK SUPPORT (Full-Time for 3 months, currently Part-Time)

LOTTO NEW ZEALAND – AUCKLAND

- Troubleshooting online customer connectivity issues
- Problem solving account queries
- Retail Customer Support

JUL 2018 – SEP 2018

MAINTENANCE OFFICER (Part-Time)

CARE PARK – WELLINGTON

- Attend to and fix ticket machines, pay stations and any other parking related equipment as required
- Complete preventative maintenance tasks of ticket machines, pay stations and any other parking related equipment as per the maintenance schedule
- Assisting operations with tasks as requested

FEB 2017 – APR 2018

CREW TRAINER

MCDONALD'S POINT CHEVALIER – AUCKLAND

- Support and train crew members to ensure they are effective and competent in their role
- Update the new crew members' SOC's (a training programme of McDonald's)

MAR 2015 – OCT 2015

INTERNSHIP – WEB DEVELOPMENT

SHANGHAI QINGYU EQUITY INVESTMENT FUND MANAGEMENT CO. LTD

EDUCATION

FEB 2017 – NOV 2017

GRADUATE DIPLOMA IN COMPUTING

UNITEC INSTITUTE OF TECHNOLOGY – NEW ZEALAND

- Completed courses include:
- Project Planning and Control
 - Testing/Quality Assurance ICT
 - GUI Programming
 - Testing/Quality Assurance Management
 - Agile & Lean Software Delivery
 - Business Systems Analysis
 - Information Systems & Analysis
 - Information Systems Management

SEP 2011 – JUN 2015

BACHELOR OF ECONOMICS

HENAN AGRICULTURE UNIVERSITY (HAU) – CHINA

SKILLS AND OTHER EXPERIENCE

KEY TECHNICAL SKILLS

- Experience in a Help Desk environment
- Advanced skills to analyse and resolve support requests from end users
- Profound understanding of LAN and WAN management and maintenance protocols
- Proficiency with MS Office Applications, VMWare, Internet Browsers and VoIP system.
- DB: MySQL, Oracle, redis, Memcached
- Web Server: Apache, Nginx
- OS: Mac OS, Windows, CentOS, Ubuntu
- Agile Development: Scrum, SDLC.

COMMUNICATION SKILLS

- Excellent phone etiquette and customer service skills
- Fluent spoken and written English and Chinese
- Competent in researching and creating written reports
- Strong team spirit engendered among staff in leadership role as crew trainer

PERSONAL ATTRIBUTES

- Confident with a thorough sense of responsibility, treating people with respect and sincerity
- Goal-oriented with motivation to learn and apply knowledge in practical contexts

ACHIEVEMENTS

NOV 2017 Recognised as Crew of the Month at McDonald's Point Chevalier
OCT 2017 ABCTestProject - A project for test management and bug tracking based on C# language
JUN 2017 ICAgile Certified Professional
JUN 2015 Self-Starter with installing remote monitoring system for private property
Awarded the Excellent Student Scholarship 5 times during undergraduate

PERSONAL INTERESTS

- Drawing - Attended annual art festivals held at school
- Sports and Fitness - Hiking, Martial Art – Karate (Currently as 7th kyu)
- Travelling - Working Holiday in New Zealand for one year, cultural exchanges

REFEREES

Victor Hukui

CUSTOMER SERVICES MANAGER

LOTTO NEW ZEALAND

027 801 2431

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Melissa Waamu

OPERATIONS TEAM LEADER

CARE PARK NEW ZEALAND

021 193 9122

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