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Athena Meng

GitHub
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Summary

Detail-oriented and analytical **Technical Support Professional (internship applicant)** with a strong foundation in computer programming, IT systems troubleshooting, and software engineering. Currently pursuing a Master's in Electrical & Computer Engineering at Ontario Tech University. Experienced in **diagnosing and resolving technical issues, documenting problem-solving steps, and delivering positive customer experiences**. Skilled in balancing multiple priorities under pressure, and collaborating with cross-functional teams to achieve efficient resolutions.

Relevant Experience

Beijing Hongye Technology Co., Ltd. – IT Technical Support   *Jan 2016 – Jun 2017*

- Delivered first-level technical support to end-users via phone, email, and on-site troubleshooting
- Diagnosed and resolved software, hardware, and networking issues, reducing downtime and improving customer satisfaction.
- Assisted with system and security checks, ensuring compliance with company-wide data management and security standards.
- Collaborated with sales and internal IT teams, strengthening cross-departmental communication.
- Documented troubleshooting steps and solutions to build knowledge base resources for internal teams.

Beijing Meetoo Technology Co., Ltd. – Software product manager   *Jun 2017 – Sep 2018*

- Led client requirement gathering sessions, providing technical consultation and support on Building Information Modeling (BIM) and IoT platforms.
- Collected and analyzed operational data with Excel and MySQL, identifying actionable insights for system improvement.
- Developed internal documentation standards and training materials, improving consistency across technical teams.

China Energy Engineering Group (CEEC) – Technical Supervisor   *Oct 2018 – Aug 2021*

- Led a team in diagnosing and resolving complex technical issues on large-scale projects, ensuring minimal downtime and high client satisfaction.
- Collaborated with cross-functional teams and external stakeholders to define problems, analyze root causes, and implement effective solutions.
- Documented troubleshooting processes and developed standardized guidelines to improve knowledge sharing and operational efficiency.
- Managed multiple priorities under tight deadlines, demonstrating strong organizational and leadership skills in a fast-paced environment.

Project Experience

Donor Bridge (Early-Stage Startup) – Software Developer *(Toronto, ON)*   *May 2023 – present*

- Supported client-facing web application development, ensuring smooth user experience and responsive design.
- Integrated APIs and secure authentication flows, ensuring compliance with sensitive donor data handling.

- Collaborated with backend and product teams to analyze, troubleshoot, and resolve issues during testing and production.
- Gained experience working in a fast-paced, startup environment, juggling multiple tasks and delivering under tight timelines.

Smart Building Sensor Placement Simulation Tool — sensorplanner.com

- Designed a simulation tool to optimize IoT sensor placement, integrating real-time monitoring, event logging, and troubleshooting for device coordination.
- Built interactive features with React and APIs to demonstrate problem-solving and system analysis in smart buildings.

Energy consumption monitoring platform — BrainStation

- Built dashboards to track energy data and designed an alert system for anomaly detection, simulating real-world issue resolution and reporting.
- Created an FAQ and troubleshooting interface to support user self-service and reduce recurring support tickets.

Education

MEng, Electrical and Computer Engineering – *Ontario Tech University* (Oshawa, ON)	*Jan 2025 – Present*
Diploma in Computer Programming – *Seneca College* (Toronto, ON)	*Sep 2021 – Dec 2022*

Certifications

IBM – *Data Analyst Professional Certificate*
Microsoft – *Azure AI Fundamentals*

Technical Skills

Problem Solving & Analysis: Troubleshooting, Documentation, Incident Management

Programming / Tools: JavaScript (ES6+), Python, SQL, React, MySQL, Node.js, Docker, REST APIs, Git

Soft Skills: Customer Service, Communication, Cross-functional Collaboration, Multitasking under pressure

Languages: Fluent in English; Mandarin (native)