Ziming Ye

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EDUCATION

University of California, Santa Cruz
Bachelor of Science in Computer Science

Santa Cruz, CA
September 2017 – June 2019

Laney College
Associates in Science

Oakland, CA
Aug. 2014 – May 2017

SKILLS

Technical Skills: Software troubleshooting, Hardware configurations, Technical support, Active Directory, Windows, Microsoft Windows Server
Soft Skills: Verbal and written communication, Project management, Critical thinking, Problem solving

EXPERIENCE

Customer Service Representative
PCC Logistics

March 2020 – Present
Oakland, CA

- Handled 40+ import and export over-dimensional projects simultaneously by coordinating with dispatch on a regular basis
- Implemented and managed large inventories with Microsoft Excel for 5 major clients
- Resolved printer and scanner driver issues on PCs across 3 departments
- Trained new hires to use the IBM database system for import and export shipments

Customer Service Representative
Sterling Bank and Trust, FSB

June 2018 – September 2018
San Francisco, CA

- Adopted to AS400 system in various branches for data management
- Acquired account specialist techniques to effectively open 10+ new accounts for clients
- Expanded existing clients' relationships to maximize sales opportunities

PROJECTS

Fitness App | *Java, SQLite, Android Studios*

April 2019 – June 2019

- Built a Java Android app with two team members to allow users to easily create and track their workout routines
- Developed interactive functionalities and used the built-in SQLite database to store and manage user's data