

Annie Wu

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EDUCATION and CERTIFICATIONS

California State Polytechnic University, Pomona

May 2020

Bachelor of Science in Computer Science

3.3/4.0

- President's List
- Dean's List

CompTIA A+

Expected Completion: Oct 2020

SKILLS

- **Technical** – Windows, Android, iOS, Microsoft Office, Computer Hardware
- **Professional** – Proficient Chinese (Cantonese), Photography

EXPERIENCE

Independent Computer Technician

Jan 2016 – Present

Self-Employed

Los Angeles, CA

- Assemble, maintain, and repair custom desktop PCs.
- Install and repair Windows OS and configure BIOS and UEFI.
- Provide technical assistance for clients on assembly and initial setup of their desktop PCs.
- Recommend PC hardware and peripheral purchases to best serve client's needs and budget.
- Install, test, repair, and troubleshoot mobile devices, computer systems, and related peripheral devices.

Insurance Assistant & Freelance Database Developer

April 2019 – April 2020

Smart Financial & Insurance Services

Rosemead, CA

- Transferred outdated database and label printing system to Microsoft Access.
- Assisted associates with supporting paperwork, digital and hard copy filing, and data entry as required.
- Efficiently responded to internal and external requests for information and prepared documents, policy information, and relevant files for additional handling by appropriate personnel.
- Oversaw incoming calls, assisted customers with inquiries, and passed messages to relevant associate.
- Maintained documentations of client information and policy updates in filing system and database.
- Ensured accuracy and timely issuance of client documentation including certificates of insurance, additional policy information, and invoices.

Sales Associate

Jan 2017 – Jan 2018

Daiso Japan

San Gabriel, CA

- Provided customers with information about product selection, prices, promotions, and store policies.
- Maintained a solid product knowledge to assist customers with questions and locating merchandise.
- Stocked and replenished shelves to ensure merchandise is full and accessible to customers at all times according to store merchandising layouts.