

# Justin H Yu

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## EDUCATION

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**Associate's Degree, English/Education**  
*De Anza Community College*

July 2010

**Bachelor's Degree, English Teaching Degree**  
*Arizona State University [Online Classes]*

Will Graduate 2021

## RELEVANT EXPERIENCE

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### **Kno Apprentice, Intern**

October 2009 – Jan 2010

*Kno, Incorporated, Santa Clara, CA*

- Worked closely with IT and provided auxiliary support while learning the ins and outs of the job
- Gained wisdom of IT professionals from all three tiers through shadowing and observation
- Was the only intern out of 20 to get a permanent job in the company at the end of the internship
- Entrusted with tasks vital to day to day operations and maintenance of hardware and software

### **Junior Work Experience Program**

January 2004 – April 2005

*Cureton Elementary School, San Jose, CA*

Interviewed and hand-picked 1 of 20 out of all public high school students to be trained by the City of San Jose on how to be an exemplary employee with high standards of work ethics, communication, accountability, and punctuality.

## PROFESSIONAL EXPERIENCE

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### **Applied Behavior Analyst – Behavior Interventionalist**

July 2019 – Present

*Easterseals Norcal – Oakland, CA*

- Supervised and implemented goal-orientated sessions with clients
- Tracked and recorded detailed data using a variety of strategies and technologies for optimal data collection
- HIPAA compliant and capable of handling sensitive and protected data
- Worked with clients diagnosed with Autism Spectrum Disorder, where patience and empathy are required
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### **Instructor / IT Help Desk (Covid-19 transition)**

October 2018 - Present

*Kumon – San Ramon North – Oakland, CA*

- Maintained a school-like environment with lesson planning, progress tracking, parent orientations, and data analysis
- Routine maintenance of a SQL database of thousands of clients with critical information
- Facilitated the transition from in-center services to online services due to Covid-19
- Created and improved through iteration online courses (Zoom) with automation of tests and worksheet grading

### **Supervisor**

July 2016 – September 2018

*Starbucks – Milpitas, California*

- Managed a store with over 30+ employees handling high volume transactions and customers
- Created an environment of professionalism and high-quality service regardless of customer demeanor
- Employed conflict resolution skills to defuse tension and boost morale
- Adhered and monitored safety procedures and regulations to maintain the highest of standards

### **Desktop Support Tier 1**

February 2010 – August 2014

*Kno, Incorporated, Santa Clara, CA*

- Worked through ticket-based inquiries and solved them through prioritization and detailed notetaking
- Consistently scored high customer satisfaction surveys scores
- Helped launch new products such as the Kno Tablet through various testing and ticket-support troubleshooting
- Built computers, installed software, and created administration access and support throughout the company

## SKILLS

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**Communication:** Excellent oral and written communication, trained in conflict resolution, speech and debate

**Software:** Microsoft 365/Word/Excel/PowerPoint, Windows XP/7/8/10, Imaging Software, SQL Database,

**Skills:** 125 Words Per Minute, Registered Behavior Technician (ABA), CPR Certified