

# ZI YANG LAI

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## BACKGROUND

IT technician with strong technical background and customer service + sales experience. Currently seeking a desktop/field tech support or data center technician position. CompTIA A+ certified.

Eligible to work for any U.S. employer without sponsorship. Willing to relocate at own expense.

## EXPERIENCE

### IS Support Technician

Providence Health & Services – Beaverton, OR

June 2020 – Current (contract position through TEKsystems)

- Troubleshoot a wide variety of hardware & software issue
- Triage inbound calls and forward to other teams when necessary
- Utilize ServiceNow ticketing system

### Academic Tutor

Portland Community College – Portland, OR

August 2019 – June 2020

- Tutored computer science & information technology subjects
- Effectively communicate complex topics in simple terms to students
- Adapt teaching style to unique needs of students

**Previous:** Sales Associate, Best Buy; Photojournalist, University of Arizona

**Freelance:** WordPress + LEMP stack server administration and optimization

## EDUCATION

### A.A.S in Computer Information Systems – Network Administration

**Certificates:** Linux Server Administration, Cybersecurity Fundamentals

Portland Community College – Portland, OR

3.69 GPA, graduated August 2019

## SKILLS & CERTIFICATIONS

- CompTIA A+ Certification (Exp. 05/2023)
- Familiar with Windows, macOS, and Linux (GUI & CLI)
- Active Directory
- UNIX shell scripting (Bash), HTML & CSS, Java, Python
- Nginx web server administration (LEMP stack) + DNS
- WordPress & WooCommerce configuration and optimization
- Languages – fluent in English and Mandarin Chinese, conversational in Hokkien Chinese and Malay