Steven Wong

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EDUCATION

University of California, Riverside   **Expected June 2020**
Bachelor of Science, Business Information Systems   *Riverside, CA*
- Relevant Coursework: Business Data Communications | Database Management | Data Mining & Visual Analytics | Geographical Information Systems | Information Technology Management

SKILLS AND CERTIFICATES

Skills: Windows OS | Windows Server | Office 365 | Customer Service | Hardware/Software Troubleshooting | Active Directory | SQL | C++ | Python | Hyper-V

Certificates: Google IT Support Specialization **-** *ID: KY2F8BKULY8*   **Issued Oct. 2019**
- Modules: Fundamentals of Technology | Computer Networking | Operating Systems | Systems Administration | Cybersecurity

WORK EXPERIENCE

Captain IT   **Jan. 2020 – March 2020**
IT Intern   *Riverside, CA*
- Remotely provide end user support by phone or over the internet through remote access applications.
- Implement, install, configure, and upgrade new and existing operating systems for PC at client work sites.
- Create and manage user accounts for clients as well as in-house employees using Active Directory.
- Document and update all information regarding tickets, processes, and user credentials.
- Perform monthly audits of cybersecurity, server health, and cloud backups for over 20 different client networks.

SGC Japanese Restaurant   **Feb. 2019 – May 2019**
Server   *Corona, CA*
- Greeted customers in a pleasant and courteous manner.
- Served over 100 customers a day in a fast-paced, restaurant environment.
- Provided excellent customer service and ensured that all of my customers were well taken care of.
- Problem-solved and resolved any customer complaints and issues.

Macy's   **Oct. 2018 – Feb. 2019**
Sales Associate   *Riverside, CA*
- Assessed customer needs and provided assistance and information regarding merchandise.
- Helped my department achieve the highest number of sales of all departments for that particular holiday season.
- Performed customer sales and transactions using the POS systems.
- Learned company systems and procedures to enhance selling efficiencies.

GROUPS & ORGANIZATIONS

Association for Computing Machinery (ACM)   **Jan. 2018 – June 2019**
Member

Circle K International (CKI)   **Jan. 2018 – Oct. 2018**
Member