



**SW**

**SYLVIA WANG**

**TROUBLESHOOTER/CS TECHNICAL SUPPORT | 562-212-4475  
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## **OBJECTIVE**

To get into the technology industry and to learn more related skills as technologies are changing everyday.

## **EDUCATION**

**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY • 2017 •  
CALIFORNIA STATE UNIVERSITY OF NORTHRIDGE**

GPA 3.75, I was on the Dean's list for good performance.

**BACHELOR OF SCIENCE IN SOFTWARE ENGINEERING • CURRENT •  
ARIZONA STATE UNIVERSITY (ONLINE CAMPUS)**

GPA 4.0

## **EXPERIENCE**

**CS TECH SUPPORT/TROUBLESHOOTERS/TIER 1 NINTENDO SWITCH  
SPECIALIST • NINTENDO (AEROTEK) • NOVEMBER 2019 – TO  
CURRENT**

- Help customers and our employees solve technical issues with our products or the products we are using such as Oracle service cloud, Service Now (Ticketing system), Cisco, Teleopti, Microsoft Office, etc.
- Performs related duties as assigned.
- Managing User management for Nintendo of America Redmond campus and 4 other partner centers (Building accounts, disabling accounts, managing profiles for employees)
- Provide technical assistance using Bomgar (remote) or on campus for Redmond campus and 4 other partner centers.
- Escalating tickets/incidents in a timely manner to Tier 2 and act as liaison between the employees and engineers.
- Diagnosing and Troubleshooting technical issues (Software and Hardware)

- Process credit card transactions for customers when setting up a repair for our products
- Using my own knowledge about Nintendo and its products and technology to best assist the customers with what they need, troubleshooting problems and work on providing the best solutions for the customers.

**TARGET TECH • MARKETSOURCE • 2016 – TO 2018**

- Working at Target for in store face to face assistance with customers, identify the technical issue and troubleshoot with the customers to provide the best solution for them.

**WEB DESIGNER • CONTRACTOR • 2013 – TO 2015**

- Working as a private contractor to build website (front and back end) for a private small company and provide technical support.

