

Zi Yang Lai

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Experience

Desktop Support Technician

February 2021 – April 2021

Partners in Care – Bend, OR (Contract position through Teksystems)

- Performed upgrade on the company's ~500 laptops, desktops, and mobile devices.
- Replaced RAM and hard drives on old machines and troubleshoot boot issues.
- Prepared machines for new users by imaging Windows 10, ensuring InTune compliance, and installing software.
- Assisted with establishing an inventory management workflow utilizing Web Help Desk's asset management feature.
- Wrote PowerShell scripts to locate duplicate or non-compliant devices in Azure AD.

IS Service Desk Support Technician

June 2020 – January 2021

Providence Health & Services – Beaverton, OR (Contract position through Teksystems)

- Troubleshoot a wide variety of hardware & software issue and aim for first call resolution.
- Triage inbound calls and forward to other teams when necessary.
- Performed basic Active Directory tasks such as unlocking accounts, resetting passwords, adding/removing membership groups, and moving objects to appropriate OUs.
- Solved basic EMR application issues (Epic, Allscripts, and Meditech).
- Documented interaction and work performed in ServiceNow ticketing system.

Academic Tutor

August 2019 – June 2020

Portland Community College – Portland, OR

- Tutored computer science & information technology subjects (networking, Linux & Windows administration, cybersecurity, HTML & CSS, Java, and Python).
- Effectively communicated complex topics in simple terms to students.
- Adapted teaching style to unique needs of students.

Education

Utah Valley University

Graduated Fall 2020, 3.80 GPA

- B.S. in Aviation Science

Portland Community College

Graduated Summer 2019, 3.69 GPA

- A.A.S. in Computer Information Systems, Network Administration
- Certificates in Linux Server Administration, Cybersecurity Fundamentals

Skills & Certifications

- CompTIA A+ certified (exp. 05/2023)
- Familiar with Windows, macOS, and Debian-based Linux (GUI & CLI)
- Shell (Bash) & PowerShell scripting
- Nginx web server administration (LEMP stack)
- WordPress & WooCommerce configuration and optimization
- Languages – English, Mandarin Chinese, Hokkien Chinese, and Malay