

## Bingguang Wu (Ben)

San Lorenzo, CA • (510) 701-0379 • [wubg20@gmail.com](mailto:wubg20@gmail.com)  
Permanent Work Authorization • No Visa Sponsorship Required

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### **PROFESSIONAL SUMMARY**

- Over 15 years of experience in customer-facing role as a technical service specialist to maintain and troubleshoot networking devices
- Taking the initiatives to learn and keep networking knowledge up-to-date

### **KEY SKILLS and CERTIFICATIONS**

- Networking: network maintenance, network troubleshooting, network upgrade, case documentation, device installation, configuration provisioning, and 24/7 technical support over the hotline
- Experiences in the operation of Microsoft Windows
- Certifications: Cisco CCNA (valid through June 2024); CompTIA A+(in progress)
- California Class C Driver License
- English; native Mandarin and Cantonese

### **PROFESSIONAL EXPERIENCE**

#### **IT Technician (Part-time)**

**Sep. 2015 – Feb. 2017**

**Corovan Corporation**, San Francisco, CA, U.S.A.

*Founded in 1947, the West Coast's largest commercial moving company*

- Disconnected and reconnected computers and networks before and after office moving respectively
- Ensured computers and associated systems proper functioning after office moving

#### **Cable Installation Technician**

**Aug. 2014 – Jan. 2015**

**O.C. Communications, Inc.**, Concord, CA, U.S.A.

*Contractor for Comcast with offices throughout Northern and Central California, Texas and Florida*

- Installed Comcast cable systems including TV boxes, internet, and digital voice service for residential users in northeast Bay Area;
- Set up wireless LAN for home users;
- Troubleshoot home-based wireless LAN and VoIP

#### **Telecommunications Network Engineer**

**Jul. 2010 – Apr. 2013**

**Guangzhou Metro Corporation**, Guangzhou, China

*Exclusive subway transportation operator in Guangzhou city with 20,000+ employees*

- Provisioned devices' configuration, including TDM traffic and Metro Ethernet, according to network design;
- Maintained the organization's intranet by regular network health check and network performance monitoring;
- Troubleshoot abrupt network faults;
- 24/7 technical support to ensure the smooth operations of the intranet

#### **Customer Service Engineer**

**Aug. 2002 – Apr. 2009**

**Lucent Technologies (China) Co., Ltd.**, Beijing, China

*Global company with U.S.A. HQs; customers primarily include China Telecom, China Mobile, and China Unicom*

- Installed, configured, maintained, and upgraded optical transport networks which provide integrated service for both TDM and Metro Ethernet;
- Documented network topologies and configurations;
- Provided 24/7 technical support to carrier networks which run both TDM traffic and Metro Ethernet

#### **Customer Service Engineer**

**Jul. 1997– Apr. 2001**

**Siemens Transmission Systems Co. Ltd.**, Guangzhou, China

*Chinese-German joint venture with 400+ employees; customers include China Telecom, China Mobile, and China Unicom*

- Installed, configured, maintained, and upgraded SDH optical transport networks all over China;
- Documented network topologies and configurations

## **ADDITIONAL WORK EXPERIENCE (Survival Job)**

### **Bread Delivery Driver**

**Feb. 2016 – Jan. 2018**

**Semifreddi's, Inc., Alameda, CA, U.S.A.**

- Delivered bread

## **EDUCATION**

### **Associate of Science in Computer Science (GPA 4.0/4.0)**

**2017.09—2019.12**

*Major courses include C++, Python, Java, Linux, etc.*

**Chabot College, Hayward, CA, U.S.A.**

### **Associate of Science in Mathematics (GPA 4.0/4.0)**

**2017.09—2019.12**

**Chabot College, Hayward, CA, U.S.A.**

### **Master of Engineering in Electronics & Telecommunications Engineering**

**2002 – 2005**

**South China University of Technology, Guangzhou, China**

*Ranked one of the top 30 universities in China, accredited by Ministry of Education of China*

### **Bachelor of Science in Telecommunications Engineering**

**1993 – 1997**

**Sichuan University, Chengdu, China**

*Ranked one of the top 20 universities in China, accredited by Ministry of Education of China*

## **PROFESSIONAL DEVELOPMENT**

Updated academic knowledge by attending the community college as a full-time student in September 2017 through December 2019