Jeff Lau

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# Summary

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| * Ability to troubleshoot, research, and solve technically challenging problems. * Proven ability to be both a team player and an independent contributor * Highly organized and energized by getting work done, a multitasker who can project manage * Able to communicate in a professional and friendly manner with co-workers and customers |

# Computer skills

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| Software  * Platforms: Microsoft Windows Server, Active Directory, Linux * Office Suites: MS Office, G-Suite/Google Workspace * Backup software: Acronis * IT Automation: Ansible * Remote Desktop: RDP, VNC, TeamViewer | Languages  * Familiar with: C/C++, Python   **Hardware**   * Computer troubleshooting, repair * Computer networks, including firewalls and VPN |

# Education

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| Computer Technologies Program Berkeley, CA   * IT Support training * Covered skills for IT, helpdesk and system administration jobs. | June 2020 -  Present |
| **The Specialists Guild**  *San Francisco, CA*   * Computer training * Worked on basic Python programming, IT, QA and testing. | October 2019 -  January 2020 |
| **UC Davis**  *Davis, CA*   * Computer Science & Engineering | September 2007-  May 2010 |