**Junyou Chen**

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**Objective: I am writing this to express my passion providing sustainable and safety system for all users by acquiring a position within the field of desktop and information technology will please me to contribute my skills. Had experiences with a broad spectrum of computer operating system and hardware. Highly accomplished information technology with proved of computer solutions.**

**Interests & Skills**

* Proficient in English and fluent in Chinese(both mandarin and Cantonese) as a speaker.
* Proficient in MS Excel, PowerPoint, Word, GIS, computer, and software
* Problem-solving, good communication skills, time management, and strong understanding of technology industry
* Proficient in building computers, knowledge of PC components and software
* Focusing on the big picture and looking for creative solution for any challenges
* Proficient in Windows management, daily-maintenance, Enterprise, and familiar with data entry.
* Familiar with Phyton, programming script and entry level of cloud networking skills

**Certifications**

**Google Coursera**

**Earned most branding technology companies Dell, Lenovo and HP certificates**

**IT google course certificate**

**In progress of CompTIA A+ and Network +**

**Education Background**

**San Francisco State University 2018-2020**

*Bachelor’s degree in urban studies and Planning Major Minor in Computer engineer*

*Minor in computer science*

* Pursues one of the most competitive programs in the university with a GPA of 3.2
* Self-study on computer component, gained knowledge of computer system
* Recommending and development process uses
* Direct response for system installation and troubleshooting
* Able to identify and resolve PC, mobile and other hardware issues.
* Sought hands-on practices to have a robust research experience in data analyst which include applying zoning and land planning to achieve favorable results; and
* Gained problem-solving focus as an agent of change when it comes to handling the challenges of clients.
* Successfully installing, testing, resolution, upgrading and providing all tested hardware.

**Experiences**

**Independent Contractor (Desktop Support) 2018-2019**

* Worked as an independent constructor for home computer maintenance
* Delivering computer components and meet schedule commitments
* Supporting home computer services one on one and providing escalated tech support, work with clients across the community
* Setup PCs for home customers, upgrading, and installing windows
* Meeting customer satisfaction at any time, providing best technical support on the end

**Worldwide Tech Serves (WWTS) Senior Engineer 2020-2021**

* Working face to face with the customer to best understanding their essential needs
* Diagnosing computer and desktop’s potential issues and successfully repaired
* Providing customer break-fix support and IT lifecycle support services
* Successfully obtained certificate of some leading technology providers (Dells, Lenovo, and HPs)
* Successfully delivered onsite services call and completing all tasks that required to best solve user’s need including scheduling, planning and time management
* Preforming and providing help desk support, Hardware and Software installation
* Familiar with Google suite with demonstration