**Bingguang Wu (Ben)**

San Lorenzo, CA **∙** (510) 701-0379 **∙** [wubg20@gmail.com](mailto:wubg20@gmail.com)

Permanent Work Authorization**∙** No Visa Sponsorship Required

**PROFESSIONAL SUMMARY**

* Over 15 years of experience in customer-facing role as a technical service specialist to maintain and troubleshoot networking devices
* Self 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 on Microsoft Windows
* Certifications: up-to-date 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;
* Troubleshot 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;
* Troubleshot 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) 2017.08—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) 2017.08—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 August 2017 through December 2019

Programming language: C++, Python