**Derek Tu**

(626) 759-2791 • derektu13@yahoo.com

**OBJECTIVE**

Desire to secure a help desk support position bringing 5 years of customer service experience to ensure that problems encountered by customers are quickly solved. Seeking to work in a fast-paced organization where excellent troubleshooting and multitasking skills will be fully utilized for the growth of the company.

**EXPERIENCE**

**T-Mobile (HIT Mobile)** Los Angeles, CA

*Assistant Store Manager* *August 2018 – Present*

* Mange a small group of 3 to and train new recruits to meet company standards
* Troubleshoot mobile devices to support end users such as Android devices, IOS devices, and tablets
* Ability to learn and teach new technology on any given day
* Work with virtual client such as Citrix

**Gyu-Kaku Japanese BBQ** Los Angeles, CA

*Server April 2017 – August 2018*

* Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of clients, managers, and colleagues
* Consistently achieved highest guest check average

**Kabuki Japanese Restaurant**  Pasadena, CA

*Server November 2014 – November 2016*

* Success multitasking while remaining professional and courteous in fast-paced environment
* Trained and familiarized new staff members with company culture
* Dedicated to ensuring client satisfaction by remaining accessible and communicative

**Education**

## Associate in Computer Information Technology

Rio Hondo College Whitter, CA  
 *August 2017 – Present*

**PROFESSIONAL SKILLS**

**Soft Skills:** Provide excellent customer service, Great attention to detail, problem solving, time management, adaptability, interpersonal skills,

**Languages:** Fluent in English and Chinese (Cantonese)

**Computer Skills:** Microsoft Office Suite, Computer hardware knowledge, Mobile device OS, IOS, Type 70+ WPM, Knowledge of different OS (Windows 10, Window XP, Vista, 7, Mac OS x)