

# **XINGBO LIU (Jackson LIU) - CURRICULUM VITAE**

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## **SUMMARY**

A full training as IT support assistant and an experienced and qualified web developer and software developer with proven analytical and technical skills. An associate member of IT Professionals New Zealand.

- ✦ Last Student visa to November 2020, then THREE YEARS OPEN-WORK VISA.
- ✦ Possess a wide range of web and software development experience.

## **PROFESSIONAL EXPERIENCE**

LiaoNing University of Traditional Chinese Medicine (Shenyang, China)

Desktop Support Assistant                      Apr/2015 – Jun/2016

- ✦ Offer support to hundreds of desktops at University as tutor's assistant.
- ✦ Identify the network issues at university and solve them.
- ✦ Solve classroom computer issues
- ✦ Not Class Experience

Private Business (Hamilton, New Zealand)

Web Developer                      Jul/2019 – Nov/2019

- ✦ Create website layout & user interface by using standard HTML/CSS/JavaScript
- ✦ HTML/CSS/JavaScript framework in front-end development.
- ✦ Membership data entry using Excel
- ✦ Not Class Experience

## **TECHNICAL EXPERTISE**

**Front-end Development**

HTML5, CSS3, JavaScript, jQuery, JSON, Canvas, Angular JS, UI Framework Bootstrap, JS Libraries, Agile Software Development Methodology

## **Back-end Development**

PHP & MySQL

Laravel

## **Software Development**

C#, ASP.NET including MVC, Visual Studio, Java, Python. Object-oriented Structure (OOP)

## **Database**

Relational DB: Oracle, MSSQL Server, MS Access, SQL Developer

Non-Relational DB: NoSQL

Data-Warehousing and Business Intelligence Development

Making Analytical Dashboards

## **IT Technical Support**

Support Windows and Apple PC hardware, operating systems and applications

Network knowledge CCNA1, CCNA2

Printer configuration

Microsoft Office skills

Zendesk tickets writing

Connection for internet

ITIL knowledge and understanding

Preparing for A+ Certification

Supporting via phone, email and face to face

Strong customer service

Good interpersonal communication skills both written and verbal

Proficient in customer support

Complex problem solving

## QUALIFICATION

### **Waikato Institute of Technology**

- ★ New Zealand Diploma in IT Technical Support      Jul/2017 – Jun/2018
- ★ Bachelor of Applied IT      Jul/2018 - NOW