NENG LAO

NENGLM1@GMAIL.COM • STOCKTON, CA 95215 • (209)851-5307
Github: https://github.com/Dinomyt?tab=repositories

SKILLS AND ABILITIES

- Excellent communication and interpersonal skills
- Accurate and attentive to details
- Microsoft Office, Office 365, Microsoft Azure, Active Directory, Jira
- Programming Language: C++, C#, Java, Javascript, React, Typescript
- Data Analysis: Data visualization, SOQL, eQMS, Excel, Power BI
- Software expertise: Excel, PowerBI, Microsoft Suites, VS Code
- Virtualization: VMWare, Bluestacks, Nox
- PC assembly, Mac/Windows PC maintenance, and help desk
- Inventory management/ticket systems: MES, Blue Mountain Ram, SAP, SmartSolve

EXPERIENCE

Costco, Tracy, CA - *Equipment Operator*

SEPTEMBER 2024 - PRESENT

- Operated and maintained power equipment, including forklifts, electric/manual pallet jacks, cigarette stamping machines, floor scrubbers, and battery exchangers, ensuring efficient warehouse and eCommerce shipping operations while adhering to safety protocols.
- Coordinated trailer swaps, efficiently transitioning between full and empty trailers to support inventory management, distribution, and timely eCommerce order fulfillment.

Topcon, Livermore, CA - *IT Intern*

MARCH 2023 - AUGUST 2023 & MARCH 2024 - JULY 2024

- Providing support and backup to various IT departments.
- CRM Database cleanup within SAP C4/Hana
- Automating documentation creation process querying data through SalesForce and creating templates for documents.
- Engaged in project management, documentation, testing, training, meeting management, and teamwork.

Cepheid, Tracy, CA - *Data Analyst*

FEBRUARY 2016 - NOVEMBER 2022

- Generate data reports through SQL and Relational Databases
- Support stakeholders and help them understand their data
- Conceptualizing, designing, and automating processes
- Data Transformation, Visualization, and Trend Analysis
- Collect, Analyze, and develop solutions for all data related projects.

ProctorU, Livermore, CA - *Desktop Support*

JANUARY 2012 - FEBRUARY 2016

- Communicate and collaborate with multiple IT infrastructure organizations regarding resolution of issues based on reports by the end-users.
- Manage user domain accounts through Active Directory, Exchange, and Azure Active Directory.
- Analyze tickets through JIRA based on priority and severity to facilitate a timely and appropriate processing of the issue.
- Maintain, analyze, and troubleshoot end-user devices, including desktops, laptops, tablets, phones, printers, scanners, copiers, and all associated peripherals.
- Communicate with end-users locally and remotely with any issues ranging from physical issues to application issues on their equipment.

EDUCATION AND CERTIFICATIONS
CSU Monterey Bay - B.S. in Computer Science

Expected graduation: December 2026

OCTOBER 2023 - DECEMBER 2024

- CodeStack Academy

MAY 2022

- Associate in Science Degree, Computer Science