

EDWIN NG WONG

| Gainesville, FL 32607 | (954) 608-9884 | <http://www.edwinngwong.com/> | edwinngwong@gmail.com | LinkedIn: in/edwinngwong |

EDUCATION

University of Florida, Hough Graduate School of Business

August 2020 – December 2021

MS in Information System & Operations Management, Information Technology (GPA 3.67)

Gainesville, FL

University of Florida, College of Agricultural Life and Science

January 2017 - December 2018

BS in Food and Resource Economics, Food & Agribusiness Marketing & Management (GPA 3.61)

Gainesville, FL

- Honors: Cum Laude

TECHNICAL SKILLS

Programming Languages: C#, JAVA, HTML, CSS, JavaScript, ReactJS, Python | Operating Systems: Windows, MacOS | Databases: SQL

WORK EXPERIENCE

Loxley Services

January 2021 – Present

IT Support Specialist I

Newberry, FL

Provided technical support in a 1000+ user environment by maintaining proper functioning of hardware, software, and other systems, setting up new users, deploying hardware, and manipulating data.

- Covered the completion of 21% of incoming tickets regarding technical support.
- Experienced in different technologies including CRMs, VOiP Systems, Network Architecture, and Office 365.
- Created provisioning packages in PDQ that automated the on-boarding process.
- Administered identity and security access globally for human and functional accounts through security groups in Active Directory and Office 365.
- Elected employee of the month in May 2021.

Hollister CO.

August 2019 - March 2020

Assistant Manager

Gainesville, FL

Managed the overall performance of the store. Responsibilities included marketing efforts, monitoring sales performance, organizing inventory, processing merchandise, enhancing customer experience, and leading team members.

- Exceeded store sales plan and sales to last year for Q3, and Q4 of 2019 by 1.7% and 2.3% respectively by increasing employees' productivity through the reduce of distractions, and the practice of positive reinforcement.
- Hired and successfully trained 50 associates in preparation for Black Friday week.
- Completed the 12-week Manager in Training program in a period of 8 weeks.

Brio Cold Brew LLC

January 2019 - August 2019

Intern

Gainesville, FL

Worked with the Sales, Management, and Production teams of an early-stage startup. Assisted with improving manufacturing efficiency, presenting the brand and products in local events and supermarkets, and controlling inventory.

- Implemented computerized record of inventory to manage the ordering and receipts of over 20,000 products. Inventory management system maintained a 100% accuracy of accounting of stock.
- Presented the product and brand identity in over 20 events around the city, using adaptive sell strategies to individual customers. Grew presentation and communication skills through interacting with customers.

Notable Projects

- Developed a Blackjack game in JAVA that can take up to 6 players that must beat a bot dealer, following the conventional Blackjack rules. Fully executable in command line.
- Developed a Character Sorter in JAVA that takes inputs, and display count of each character and count of type of character. It also sorts from ascending to descending, or vice versa by using bubble, selection, or insertion sort. Fully executable in command line
- Developed a personal website for my portfolio using ReactJS, and SCSS. It is hosted on AWS using CloudFront and S3 Bucket <http://www.edwinngwong.com/>
- Developed a class registration system in JAVA and Microsoft SQL Server Management Studio that pulls available classes from a database and allows users to register based on availability of seats. Fully executable in command line
- Developed a library system in C# that allows users to add, rent, extend, and return books.

ADDITIONAL DATA, INVOLVEMENTS, & CERTIFICATIONS

Association for Information Systems, Member (University of Florida)

September 2020 – December 2020

Languages: Cantonese, Spanish, English