

# Qiyu Chen

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## PROFESSIONAL PROFILE

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Computer Information Technology student at BCIT with hands-on experience in Linux system administration, networking, and database management. Strong problem-solving skills with a passion for troubleshooting and diagnosing technical issues in system environments. Familiar with firewall configurations, user access controls, and system automation. Eager to learn new technologies and apply analytical thinking to solve real-world problems.

## SKILLS

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Operating Systems: Linux (Ubuntu, Arch), Windows, macOS  
Networking: TCP/IP, DNS, DHCP, IPv4/IPv6, HTTP  
System Administration: User & permission management, systemd, firewall configuration (UFW)  
Database Management: SQL, MySQL.  
Cloud Computing: AWS (EC2, RDS, Security Groups), Azure AI Document Intelligence  
Programming & Scripting: Python, Bash, JavaScript, Node.js, HTML/CSS  
Tools: MySQL Workbench, Wireshark, Git, Oracle VirtualBox, VMware, VS Code

## PROJECTS

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### Linux System Administration – Automated User & Service Management

- Configured system users and permissions to enhance security and limit access.
- Automated service execution using systemd timers and services, improving system efficiency.
- Configured Nginx web server to run under a dedicated system user with secure access controls.
- Set up UFW firewall rules to restrict SSH and HTTP access, troubleshooting errors using logs.
- Tools Used: Linux (Ubuntu), systemd, UFW, Nginx

### Networking & IPv4/IPv6 Static Routing Implementation

- Configured static IP routing across multiple virtual machines (VMs) to simulate enterprise networking.
- Set up NetworkManager with manual IP assignments, DNS, and gateway configurations.
- Enabled IP forwarding to allow traffic between networks, troubleshooting using traceroute.
- Tools Used: Linux (CentOS), nmcli, nmtui, Wireshark

### Cloud Computing - AWS EC2 Web Server & Database Deployment

- Deployed and configured an AWS EC2 instance to host a web server using Caddy and serve static content.
- Set up security groups for SSH, HTTP, and HTTPS to secure access to the server.
- Installed and secured a MySQL database on AWS EC2, configuring user roles and enforcing security policies.
- Automated server processes using systemd timers, and monitored real-time system performance with htop and journalctl.

- Configured a custom domain name with Route 53 and enabled automatic HTTPS certificate provisioning.
- Tools Used: AWS EC2, MySQL, systemd, Ubuntu, Bash, SSH, Caddy, Route 53.

## CUSTOMER SERVICE EXPERIENCE

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**Passenger Service Agent**, Strategic Aviation – YVR Airport Jul 2022 – Feb 2024

- **Customer Communication & Service:** Provided clear and timely updates on flight schedules, fares, and space availability to enhance service efficiency. Assisted passengers with ticketing and baggage inquiries, ensuring a smooth travel experience.
- **Operations & Workflow Management:** Managed passenger boarding, real-time updates, and on-time departures, demonstrating strong teamwork under pressure. Partnered with colleagues to handle high-traffic situations, maintaining professionalism and seamless workflows.
- **Team Collaboration:** Collaborated with team members to resolve ticketing and baggage issues efficiently, ensuring smooth operations and a positive customer experience.

## CERTIFICATION

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AWS Solutions Architect	In Progress
IBM SQL and Relational Databases 101	April 2024
Fundamentals of Software Testing Course	Udemy, Jan 2025

## EDUCATION

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**Computer Information Technology**, British Columbia Institute of Technology Jan 2024 – Apr 2026 (est.)

- **System Administration:** User management, process automation (systemd), security configurations.
- **Networking Fundamentals:** TCP/IP, DNS, DHCP, subnetting, IPv4/IPv6 routing.
- **Database Management:** Installed and configured MySQL, created user roles and access controls, executed SQL queries for data retrieval.

**Bachelor of Art in Psychology**, University of British Columbia Sep 2019 – Apr 2022

- Strengthened communication and critical thinking skills through research and analysis.
- Studied human behavior, cognitive psychology, and decision-making processes.
- Applied data analysis techniques to psychology research and statistical evaluation using SPSS and Excel.

## Interests

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- **Workout:** Enthusiastic about maintaining a healthy lifestyle through strength training and fitness activities.
- **Bartending:** Certified bartender with a passion for mixology and crafting creative cocktails.

