

Jason Feng

Phone: 647-989-7792
Email: xchy3z405@outlook.com
Address: 4010 Parkside Village Dr. Mississauga ON, L5B 0K2
Portfolio: <https://react-site-3-portfolio.vercel.app>

Highlights

- Diploma of Computer Science – System Analyst Coop Program
- 2 years of working experience in IT Support
- Excellent analytical skills. Passionate about IT technologies, infrastructure, and applications
- Proven customer service and communication skills. Fluent in English and Mandarin.

Technical Skills and Knowledge

Infrastructure	Active Directory, Group Policy, Firewall, Router, VPN, DNS, DHCP, IPV4/IPV6, TCP/IP, PC Configuration
Development	JavaScript, React, NodeJS, MERN, Java, C#, SQL, XML, JSON, Shell Script, HTML, CSS, Visual Studio, XCode, Git
Methodologies	Agile, ITIL, Service Level Agreement (SLA), Software Development Life Cycle (SDLC), Object Oriented Programming, Search Engine Optimization (SEO)
Operating System	Windows, Linux, iOS, Android
Database	MySQL, MongoDB
Other	Office 365, Microsoft Office Suite, Ticketing System, Troubleshooting

Work Experience

- IT Support Technician** Aug. 2021 – Apr. 2022
Yanlord Land Group (RuGao, NanTong, China)
- Analyzed technical issues, determined the root causes, and resolved the problems.
- I&IT Support Field Officer (Co-op)** Jan. 2021 – Apr. 2021
Ministry of Government and Consumer Services, Province of Ontario
- Triaged reported technical issues and forwarded them to relative technical teams
 - Analyzed, investigated, and resolved technical issues
 - Worked in a team supporting over 10,000 Ontario provincial government employees
 - Assisted Ontario residents to book vaccination through Ontario's Covax Booking System
- IT Helpdesk Technician (Co-op)** Sep. 2019 – Aug. 2020
ONE for Freight (Logistic company with employees between 50-150)
- Maintained the company's IT environment, including hardware & software installation, software upgrade, equipment evaluation, and resolving technical issues.

Education

- Computer Science - System Analyst Coop program** (GPA – 3.4/4.0) Jan. 2018 – Apr. 2021
Sheridan College, Ontario

Projects

- MERN Web Application**
- Designed and developed a web application that allows users to register, login/log off, manage a list of locations that can be displayed on Google Maps, and share the locations with other users.
 - Used: Firebase, Heroku, React, NodeJS, Express, and MongoDB.
- Beauty Salon Online Booking System** Aug. 2020 – Dec. 2020
- Designed and developed both frontend and backend. Designed the database structure.
 - This web application contains customer functions (registration, authentication, appointment booking) and salon functions (staff management and work schedule management).
 - Used: React for the frontend, Java for the backend. Restful API, MySQL