Wing Ki Au (Jade)

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WORK EXPERIENCE

LaGuardia Community College   **New York, NY**

Coordinator for Digital Platform and Support   *Feb 2023 - Present*

- Optimized inventory analysis and data collection process by reorganizing and redesigning the existing inventory data, and data collection methods.
- Coordinated tech workshops and collaborated with the STM programs tailored for students.
- Provided technical support and UX design advices to CTL and STM staff.

New York City Department of Education   **New York, NY**

Technical Support Specialist   *Aug 2022 - Feb 2023*

- Managed over 4500 devices in school, inspected and performed software update and maintenance.
- Structured school device inventory analysis and two device management systems for all devices.
- Provided technical support to 2500 staffs with devices across different platforms.

New York Tech Talent Pipeline   **New York, NY**

Full Stack Web Developer (Lead Intern)   *Dec 2021 – Jan 2022*

- Led a team of 16 interns and facilitated the 3 full stack web development projects.
- Built front-end and back-end projects with the team and designed prototypes.
- Proposed solutions and presented the final product to managers.

Microsoft Hong Kong   **Hong Kong**

JobHack Event 2nd Runner Up   *Nov 2020*

- Proposed a topic, target audience and viable solutions based on the broad topic given to help minorities in the covid-19 pandemic.
- Built a mobile application to connect volunteers and elderly in Hong Kong to get elderly the living essentials without having elderly going out as they are the high-risk group for covid-19 virus.
- Solved technical literacy issue of elderly by introducing the AI chat bot and voice recognition functions.

EDUCATION

John Jay College of Criminal Justice   **New York, NY**

Bachelor of Science – Computer Science and Information Security (GPA: 3.8)   *Feb 2023*

AWARDS and SCHOLARSHIPS

Microsoft Hong Kong 2021 Jobhack hackathon Group Award - Second Runner Up; HI TECH PREP Scholarship two times recipient; International Student Support Scholarship; ePortfolio Showcase Award; Dean's List throughout the academic years

SKILLS

Advanced: Python, Excel, SQL, HTML, CSS, Microsoft Office, Figma, Trello, Google Sheets, Forms, Agile

Intermediate: R, JavaScript, BigQuery, PowerBI

Languages: Cantonese (Bilingual), English (Bilingual), Mandarin (Proficient)