CURRICULUM VITAE

Contact Details:

Name:	Yizhi Wang
Preferred name:	Jerry
Gender:	Male
DOB:	Jan 1987
Address:	Sydney
E-mail Address:	ywang872@gmail.com
Website:	https://myportfo2023.netlify.app/

Career Objectives:

Summary: Seeking a position in which I can utilize my skills and educational qualifications. With years of practical experience, I can bring valuable expertise to the organization. My salary expectation is negotiable.

Employment History:

Corporation:	Cloud Codex Pty Ltd
Location	Sydney, AU
Start Date:	July 2022,
End Date:	Present
Position:	IT Support

- Communicated technical solutions clearly and comprehensively through various channels (In-Person, Phone, MS Teams, Emails, Service Desk Tool).
- Coordinated and managed client requests, assigned priorities based on needs, and ensured timely resolution.
- Monitored and maintained server, switches, routers, AP, and firewall infrastructure.
- Troubleshooted Windows Server, Office 365, Active Directory, Exchange, SharePoint, SQL, VMware, backup systems, antivirus, and anti-spam systems.
- Conducted Active Directory user maintenance, including account creation and permission changes.
- Managed Outlook by adding, removing, and grouping users on Exchange Server.
- Monitored server health, including storage usage, internet connection, CPU usage, and updates.
- Managed printers, VoIP telephony systems, video conferencing, and audio-visual equipment.
- Engaged in basic network administration activities, setting up user privileges and managing resources.
- Reviewed antivirus logs and system event logs for accurate interpretation and effective troubleshooting.
- Configured and managed mobile devices across diverse platforms (Android, Apple, Windows), ensuring functionality and security.
- Prepared laptops and desktops for end users, maintaining IT inventory assets.

Corporation:	Aushen Corporate Merchandise
Location	Sydney, AU
Start Date:	September 2017
End Date:	July 2022
Position:	IT Support

- Troubleshooted network hardware and optimized network performance.
- Handled user issues and provided solutions through phone, email, and in-person support.
- Managed SAN storage maintenance.
- Assisted in handling online customer inquiries and general order-related queries.
- Conduct key word mapping and research to identify opportunities to increase SEO rankings.
- Utilized Google Analytics to analyse website performance and optimize usage.
- Collaborated with logistics team to ensure accurate forecasting and execution of inventory plans.
- Interpreted historical data, performed basic statistical analysis, and provided reports.
- Managed site structure and navigation created and deployed new website pages.
- Developed and updated company websites using OpenCart and NopCommerce.
- Updated business websites with new product information to ensure up-to-date stock levels.
- Developed Python scripts to automate website data crawling for clean, organized, and useful data.
- Implemented special discounts and sales for events.

Corporation:	Cinda New Wealth Asset Management Co. Ltd
Location	Beijing, China
Start Date:	March 2014
End Date:	June 2017
Position:	IT Support

- Provided technical support and troubleshooting for internal support inquiries.
- Logged and managed help desk tickets, maintaining accurate documentation and tracking.
- Diagnosed and resolved incidents and service requests, ensuring timely restoration of normal functions.
- Monitored and communicated progress on escalated problems, keeping users informed throughout the resolution process.
- Trained users on software applications and provided routine information on system updates.
- Created self-help documents and innovative scripts to automate and eliminate recurring problems.
- Assisted in the preparation and deployment of laptops and desktops for end users.

Education

Institution:	Metropolitan State University of Denver
City/Country:	Denver/US
Degree:	Bachelor of Math
	(Major in Probability and Statistics; Minor in Computer Science)
	(GPA 3.52/4.0)
Completed:	2013

Skills/ Qualifications:

- WindowsOS, MacOS, Lan/Wan, server, switch, router, AP
- Office 365, Active Directory, Exchange, SharePoint, SQL, VMware
- Windows terminal and Mac terminal command
- HTML, CSS, JavaScript, React, Git, SQL, MongoDB, Python
- Advanced Microsoft Excel skills
- SAS Certified Base Programmer for SAS9
- SAS Certified Advanced Programmer for SAS9

Strength:

- Strong knowledge of Microsoft Windows OS and Office 365
- Proficient with Service Desk related tools and technologies
- Excellent communication skills (verbal and written)
- Exceptional problem-solving and troubleshooting abilities
- Customer-focused approach and outstanding customer service skills
- Knowledge of LAN/WAN technologies
- Knowledge of computer hardware and software security
- Ability to work under pressure and meet deadlines
- Strong time management and organization skills
- Positive attitude and willingness to learn and develop skills
- Ability to work well in a team and build effective relationships
- Ability to multitask and adapt to changes quickly