

Joel Tai

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Education

Simon Fraser University

- Bachelors in Computer Science

Apr 2020 - Dec 2024

Work Experience

Canada Computers - Team Member 2025

Aug 2021 - Feb

- Delivered personalized customer service by identifying clients' computing needs and recommending tailored hardware and software solutions, resulting in a 25% increase in customer satisfaction ratings.
- Maintained up-to-date knowledge of the latest tech trends, components, and software to provide informed recommendations on laptops, desktops, peripherals, and accessories.
- Achieved and exceeded monthly sales targets consistently, contributing to a 15% year-over-year revenue growth for the store.
- Managed inventory, processed returns and exchanges, and ensured proper product displays to enhance the customer shopping experience.
- Provided basic troubleshooting support and technical demonstrations, fostering customer trust and repeat business.
- Trained and mentored new hires on product knowledge and sales techniques, improving team efficiency and service quality.

Skills

Operating Systems: Windows, Linux, MacOS

Hardware and Software Troubleshooting: Ability to diagnose and resolve hardware and software issues with desktops, printers and other peripherals

Networking Fundamentals: Understanding networking concepts such as TCP/IP, DNS, DHCP, LAN/WAN, routers and switches

Software: Microsoft 365, VMware, SSH, PowerShell, Bash

Programming Languages: Python, Javascript, C, Java, SQL, HTML

Projects

Custom PCs

- Built and configured custom desktop computers tailored to clients' needs for gaming, productivity, and professional use.
- Selected compatible components (CPU, GPU, motherboard, PSU, etc.) based on budget and performance requirements.
- Assembled, tested, and optimized systems for thermal efficiency and performance stability.
- Installed operating systems, configured BIOS/UEFI settings, and ensured all drivers and updates were properly applied.