

Tian Zheng

Software Engineer at Apple

Summary

N/A

Experience

Software Engineer at Apple

October 2015 - Present

Mac Lab Technician at Truman State University

January 2012 - May 2014 (2 years 5 months)

- Identified failure and provided preliminary solution for Macintosh
- Classified help desk calls and coordinated IT department problem resolution
- Trained over 100 users for Mac and multimedia software (iLife, Adobe Suites)

Business Analyst Intern at Express Scripts

May 2013 - August 2013 (4 months)

- Analyzed resource requirements for internal application development
- Participated design and development for Customer Service & Engagement system
- Established capability roadmaps and blueprints with Business Alignment Team members

Management Trainee of Sales and Customer Service

May 2012 - August 2012 (4 months)

- # Attended sales for about 50 pieces of instruments targeting families
 - # Coordinated customer service appointment for more than 100 local customers
 - # Assisted customer service department deploying Management Information System
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Education

Carnegie Mellon University

Master of Science (M.Sc.), Information Technology - eBusiness Technology, School of Computer Science, 2014 - 2015

Truman State University

Bachelor of Science (B.S.), Computer Science, Computer Science, 2010 - 2014

Evangelisches Gymnasium Lippstadt, Germany

High School Diploma (Exchange), 2008 - 2009

Zhonghua High School, China

High School Diploma, 2007 - 2010

Honors and Awards

President's List, Provost & Vice President for Academic Affairs List, Presidential Scholarship 2010, 2011, 2012, 2013, Department Scholarship

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[Contact Tian on LinkedIn](#)