OTTO YU
TORONTO, ONTARIO
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Professional Experience

- **York University - North York, ON**
  Computing Support Assistant (Sep 2021 - present)

  - Helping customers with tech problems in person and over the phone
  - Resetting passwords and 2 factor authentication for customers with the correct identification by accessing student database
  - Identifying the customer's problems and finding effective solutions based on training or personal computer knowledge
  - Inputting and resolving tickets in company wide ticket system
  - Communicating with coworkers and managers for efficient work

- **Grocery Checkout - North York, ON**
  Cashier (Sep 2019 - Mar 2020)

  - Quickly adapted to use the new computer system effectively
  - Maintained and operated the point of sales system which allowed for continuous operation
  - Responsible for accurate data entry and functionality of point of sales system
  - Worked efficiently with minimal supervision

- **Walmart - Toronto, ON**
  Cashier (July 2018 - April 2019)

  - Followed all company and store protocols at all times
  - Managed work in a fast pace, high pressure environment
  - Friendly and sociable with customers and co-workers

EDUCATIONAL HISTORY

- **York University (BA for Information Technology) - North York, ON**
  September 2019 - Present
  - GPA: 6.4 / 9

Additional Skills & Abilities

Programming: Java, Javascript, HTML, CSS, Python, C++, PHP

OS: Windows, Mac, Linux

Skills: Fast learner, Problem solver, Critical thinker, Works well under pressure, Friendly and social, Strong team member, Knowledgeable about computers and technology, Willing to improve

Personal Website & Github Profile

Website: https://ottoble.github.io/ | **Github Profile:** https://github.com/Ottoble/