

**Tony Pang**

**Email: zpang@ualberta.ca | Phone: 780-707-4190**

**Location: Vancouver, BC, V5R 4P9**

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#### **Summary of Qualifications**

- **Experienced IT Support Specialist with a Bachelor's degree in Computing Science and over three years of hands-on experience in hardware and software troubleshooting, desktop and laptop repairs, and network support.**
  - **Proficient in installing, configuring, and maintaining Windows, macOS, and Linux operating systems.**
  - **Strong knowledge of network protocols, including TCP/IP, DNS, and DHCP, with experience troubleshooting LAN/WAN connectivity.**
  - **Skilled at providing exceptional technical support to end-users, resolving issues efficiently while communicating technical concepts to non-technical users.**
  - **Collaborative team player with a proactive attitude and a passion for learning new technologies in fast-paced environments.**
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#### **Technical Skills**

- **Operating Systems: Windows OS, macOS, Linux OS**
  - **Networking: LAN/WAN troubleshooting, network protocols (TCP/IP, DNS, DHCP)**
  - **Hardware: Desktop, workstation and laptop installation, configuration, and repair; printer hardware maintenance**
  - **Programming Languages: Java, Python, C, JavaScript**
  - **Database Management: MySQL, MongoDB**
  - **Other Skills: Software installation, updates, and licensing management; network equipment setup**
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#### **Professional Experience**

##### **IT Support Specialist (Freelance)**

**Vancouver, BC**

**Nov 2020 – Present**

- **Diagnosed and resolved hardware and software issues for desktops, laptops, and printers, ensuring minimal downtime for end-users.**
- **Installed and configured new workstations, laptops, and peripheral devices, including printers and projectors.**

- **Provided expert troubleshooting for LAN/WAN connectivity issues.**
- Configured secure VPN connections for remote employees, enhancing productivity.
- **Delivered comprehensive remote and on-site support to clients, documenting all interactions and solutions in a ticketing system.**
- **Collaborated with technical teams to develop and implement IT solutions tailored to client requirements.**

#### **Founder & IT Technician**

**XiaoPang's PC Repair – Edmonton, AB**

**Jan 2017 – Nov 2019**

- **Built and repaired over 100 custom desktops and laptops for individuals and businesses, addressing hardware and software issues.**
- **Provided technical support for system upgrades, screen replacements, and component installations, including hard drives and power supplies.**
- **Managed and resolved network issues, including Wi-Fi configurations, router setups, and cable installations.**
- **Maintained detailed records of client interactions, troubleshooting steps, and system configurations.**
- **Offered proactive maintenance and optimization services to enhance system performance and reliability.**

#### **E-commerce Store Manager**

**NA PTCG Store – Vancouver, BC**

**May 2020 – Sep 2024**

- **Provided technical support for the store's inventory management system, ensuring seamless integration with peripheral devices such as printers and barcode scanners.**
- **Resolved system errors and supported end-users with technical troubleshooting for e-commerce platforms.**
- **Managed day-to-day operations, streamlining processes through technical optimizations.**

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#### **Education**

**Bachelor of Science, Computing Science**

**University of Alberta – Edmonton, AB**

**Sep 2014 – Nov 2019**

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#### **Certifications**

- **CompTIA A+ 1101 Test Passed**

- **Japanese-Language Proficiency Test (N1 Certified)**
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