

Serena Wee

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RELEVANT EXPERIENCE

College Track — San Francisco, California

September 2020 – Present

APPLE IT TECHNOLOGIST

- Worked as IT help desk for high school students, parents and staff inquiring about network and device usability
- Received and triage Zendesk tickets from over 140 employees from all sites around the nation
- Establish managed device profiles for 100+ students' MacBooks, iPad and Chromebooks every semester
- Communicate and scheduled monthly Zoom meeting with Apple Education staff to troubleshoot iPad issues
- Conduct repair computer hardware components and installation of operating system on staff devices

OPERATION COORDINATOR

- Provided exceptional customer service as the first point of contact for national staff, students, parents
- Establish training documentation on Slack and MacBook usage for new hire staff
- Crafted Canva presentation of Launch to College ceremony yearly for 65 graduating seniors
- Conducted college decision meeting in Cantonese with students and parent who were non-English speaker

Dev/Mission - San Francisco — San Francisco, California

June 2025 - Present

REGISTERED PRE-APPRENTICESHIP

- Took apart PC under the supervision of IT technician and identified key component in a device system
- Worked with Google volunteer to design and test Arduino circuit with C++ code
- Participated in Hardware/software lectures every Tuesday to prepare for CompTia A+ exam

Berkeley Student Cooperative — Berkeley, California

January 2023 – January 2025

WORKSHIFT MANAGER (08/24 - 01/25)

- Provide training for 56 house members regarding how to complete workshift and rules regarding cookshift
- Create and maintain permanent workshift for 56 house members while keeping track of missed shift
- Coordinated with staff and members on etiquette around completing assignment around the house

NETWORK MANAGER (01/23 - 08/23)

- Ensured network stability for over 120 devices and fixed any down access points
- Teach workshop regarding cybersecurity and importance of privacy on the internet
- Served as the point of contact for internet company and also provide advice on computer usage for house members and central staff

Other Experience

Gradient Comfort — San Francisco, California

June 2024 – August 2024

MECHANICAL TEST ENGINEER INTERN

- Executed over 15 verification and validation test on new Gradient All Weather 120 unit
- Compiled test procedure and created detailed documentation for each test conducted
- Design test stand for component reliability testing

SAE Aerospace Club — UC Berkeley

August 2021 – Present

CFD LEAD AND LANDING GEAR DESIGNER

- Create 3D models of aircraft frames, laser cut spare parts, use Ansys to create a simulation of 3D model flow
- Constant bridging of communication between teams regarding club projects, aircraft frames and wing design
- Perform structural testing on carbon fiber front landing gear to ensure durability and structural stability

SKILLS

Technical: Customer Service, Jamf, Oomnitza, Zendesk ticketing, Apple products, Google Apps, Zoom, network printing, Canva, Microsoft office products, Python, JavaScript, MatLab, Arduino, HTML, C++, Mirco-python, Swift, SolidWorks, Fusion360, onShape, Laser cutting, Markforged x7, Form 3

Certifications: Google IT Support, Cyber Crisis Management with NIST Cybersecurity Framework, Project Management: Risk foundation, IT Service Desk, Business Ethics

Foreign language: Mandarin, Cantonese - Fluent

Bahasa Melayu - Conversational Fluency

Hokkien - Limited Conversational Fluency

EDUCATION

UC Berkeley — B.S in Mechanical Engineering, Aerospace Engineering Concentration

December 2024