Wilson Ruan

Mobile: (647) 828-0111
Home: (905) 472-2582
Email: wilsonruan23@gmail.com

SUMMARY OF QULIFICATIONS:

- Based Technologies (HTML, CSS, JavaScript, jQuery, Bootstrap)
- Fundamental concepts of command line, consuming RESTful APIs, JSON to extract meaningful data and AJAX to update date on websites.
- Writing Node.js server code to serve.

PAST EXPERIENCE

ASUS Computer International– Markham, Ontario   02/2017 – Current
Technician

- Diagnose any hardware, software, and accessories issues on laptops.
- Creating discrepancy case report for additional damages, warranty not covered, issues cannot be found, and report for stolen laptops.
- Identify the required components needed to resolve issues with laptop by ordering parts.
- Following hardware instruction manuals to repair laptops by replacing LCD Panels, LCD Bezel, LCD cover, motherboards, battery, video card, and keyboards.
- Following software instruction manuals to repair Factory Reset, update software, and recovery lost data.
- Daily reports to reach target quota including number of discrepancies created and special projects assigned by manager.
- Provide additional information to the customer by communicating with Customer Service Representative through emails.
- Inventory management and control of laptops on hold.

Passion – Markham, Ontario   11/2012 – 02/2017
Sales/ Customer Service Representative

- Promoting sales and creating new accounts for clients.
- Perform basic bookkeeping tasks, compile data, statistics and other information.
- Manage the accounts receivables department, ensuring timely payments from clients.
- Type and proofread correspondence, forms and other documents, receive and forward telephone or electronic enquiries.
- Attended Sale Events and Trade Shows within Canada and USA

EDUCATION

University of Toronto   Certificate
Web Development Boot Camp (Full-Stack Web Developer)

Seneca College (Markham, Ontario)   Diploma
General Business