



Yuzhi Cheng

Address: 133 Joycedale St, Markham, ON L3S 3L8

Phone: 437 422 1872

Email: cyzskz@gmail.com

Introduction:

Technical support and pre-sales engineer with seven years of experience in technical team management, pre-sales demonstration, technical support, technical proposal writing, and SAAS service. Currently studying programming at Centennial College.

Work Experience

June 2021 - **IT Manager/Supervisor** | Technical Service Department
July 2022

Shenzhen Anxun Technology Co., Ltd. [1 year]

Computer Software

Description: As a Technical Support Engineer for Golden Bell and Dongfeng Big Data analysis platform, I provided exceptional customer service and product training to government and enterprise customers. My responsibilities also included managing technical issues, participating in bidding processes, and collaborating with sales to provide pre-sales technical support for multiple projects. In addition, I wrote various technical documents to improve team efficiency and ensure customer satisfaction.

Jan2013- **IT Manager/Supervisor** | Technology Department
Mar2020

Guangzhou Jiaqi Intelligent Technology Co., Ltd. [7 years]

Computer Software

Description: As the technical manager of the Guangdong office, leading the technical team, responsible for the construction and maintenance of the video investigation laboratory, pre-sales, bidding and after-sales work in the region, participating in the 2019 World Expo, and supporting 174 cases of various types since 2013, including major cases 36 pieces, product sales of 6.7 million dollars.

Education

Sep2007- Beijing Bawei Training Institute
Oct2008

Network Engineering

Description: Studied computer basics, web design, operating systems, router and switch technology, principles of computer network, data communication, computer network security, computer network design, mobile communication, and wireless network.