

Andy Chai

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EDUCATION

University of Illinois at Urbana-Champaign
BS in Economics, Computer Science Minor

Cumulative GPA: 3.57/4.00
May – 2020

EXPERIENCE

University of Illinois
Service Desk Technician

Fall 2017 – Present

- Offer phone, email, and in-person consulting for technology services to students, staff, and faculty
- Utilize I-Support ticketing system to complete 25+ daily issues of varying difficulty
- Handle sensitive university housing information while Routinely updating spreadsheets with client requests

School District U-46

Summer – 2017

Technology Service Intern

- Optimized efficiency by directing small teams, reducing overall downtime by 33%
- Imaged computer labs and laptop carts while preparing appropriate documentation
- Solved issues involving electronic devices including: smartphones, printers, laptops, etc.

First Serve Management

Summer – 2016

Tennis Coach

- Led class sizes of 15+ ranging from all ages, ensuring a competitive yet healthy learning environment
- Created lesson plans according to skill levels ensuring students are learning within their capabilities
- Tracked student progress weekly and adjusted training techniques based on strengths & weaknesses

Hoffman Estates Park District

Summer – 2015

Information Technology Associate

- Appointed first point of contact for all general hardware/software issues in an office of 75+ employees
- Assessed and resolved 500+ issues using SpiceWorks ticketing system based on priority of problem
- Provided proper documentation for all troubleshooting, maintenance, and repairs

SKILLS

Languages: Java, HTML

Tools: Android Studio, IntelliJ, Excel

LEADERSHIP

Students Today Leaders Forever

February – 2016

High School Leader

- Supplied aid to non-profit organizations by handling various tasks including cleaning facilities, visiting nursing homes, sorting out donations at thrift stores; all in various locations across the U.S.
- Organized events with non-profit organizations so our group of 30+ students could participate in to show the value of volunteering

Elgin High School

Fall 2014 – Spring 2016

Varsity Tennis Team Captain

- Implemented a competitive relegation system within the team that brought our win ratio up from .400 to .667 during my 3 seasons as team captain
- Led team to many tournament wins and ensured that each player knew their importance to the team