

Qiao Chu

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EDUCATION

Massachusetts Institute of Technology, Cambridge, MA Expected Jun 2017
Master of Engineering in Logistics, Supply Chain Management Program

University of Toronto, Toronto, Canada June 2013
Bachelor of Engineering in Electrical and Computer Engineering

- Minors: Engineering Business; Sustainable Energy
- Graduated with Dean's Honor

WORK EXPERIENCE

CITRIX SYSTEMS INC. Toronto, Canada and Fort Lauderdale, FL
Staff Consultant Aug 2014 – May 2016

- Provided IT consulting services to clients in various industries including healthcare and financial services; client environments range from local hospital to fortune 50 enterprise
- Led essential work streams in multiple enterprise level consulting engagements to develop software virtualization solutions and support over 90,000 end users
- Designed and developed a process model with technical tools which streamlined and automated IT employees' daily tasks and resulted in a 10 times increase in productivity
- Acted as the sole Citrix expert in a critical collaboration project with Microsoft; successfully identified and resolved application delivery issues which were affecting the daily work of thousands of users in a large enterprise environment
- Established strong client connections by hosting meetings, training client employees, presenting technical and business solutions, and delivering comprehensive documentations

Technical Analyst Sep 2013 – Aug 2014

- Assisted the Inside Sales team with client technical discussion and Proof of Concept demonstrations, generating over \$269K in opportunities
- Responded to Request for Proposals, generating over \$1.1M in pipeline

IBM CANADA Toronto, Canada
DB2 Software QA Specialist and Developer Intern May 2011 – Aug 2012

- Acquired a new customer with \$3M in revenue by performing a Proof of Concept of IBM product
- Published a White Paper on Fail-Over Solutions for IBM's world leading relational database management software - DB2; the paper is now being referenced by clients globally

LEADERSHIP/COMMUNITY SERVICE EXPERIENCE

MIT Maker Faire Cambridge, MA
Operations Director Aug 2016 - Present

- Facilitate operations among 8 departments to ensure the successful execution of the event with 5000+ participants

Citrix Systems Toronto, Canada
Canada Region Representative in Job Quality Committee Aug 2014 – May 2016

- Represented the Canadian Consulting Team in a continuous improvement committee dedicated to increasing employee satisfaction and improving job quality

Mayan Families Panajachel, Guatemala
International Volunteer Dec 2014 – Jan 2015

- Packed and delivered food baskets and school supplies to hundreds of local families in need
- Participated in animal rescue activities in the local animal shelter

ADDITIONAL INFORMATION

- **Professional Certifications:** Microsoft Certified IT Professional (MCITP); Citrix Certified Expert for Virtualization (CCE-V)
- **Languages:** English (fluent); Mandarin (fluent); Cantonese (conversational)
- **Interests:** Traveling; Reading; Dancing and Stage Performing