

# Zifen "Nancy" Su

📍 Columbus, Ohio   ✉ zifen.su@outlook.com   ☎ 6149994348   in zifen-su   🌐 <http://nancy-su.com>

## Profile

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Emerging Information Technician with a life-long passion for technology and years of experience working with various software programs and hardware modules. Seeking entry-level roles in the IT field to gain experience and ultimately work within Cybersecurity.

## Skills

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### Technology

- Familiar with Microsoft, Windows 7 and 10 applications
- Mastery with Adobe Photoshop and Dreamweaver
- Basic knowledge of Java, Python, CSS, and HTML
- Built computer from scratch
- Modified mobile devices and Apple products

### Communication

- Average typing speed of 65 WPM
- Multilingual, ability to speak English, Cantonese, and Mandarin
- Active listening to customers with issues and providing solutions

### Project Management

- Tournament organizer for Aegis Esports
- Kept accurate, clean book records on Google Sheets
- Worked with a team to manage workloads and delegate responsibilities to maintain deadlines and schedules

### Quick Learner

- Adapt and comfortably incorporate change and new ideas, while maintaining creativity and integrity
- Open to constructive criticism, using new input to make necessary improvements to the quality of work

## Professional Experience

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### PC Assembly Technician, Sage Sustainable Electronics

Oct 2021 – Jan 2022

Columbus, Ohio

- Performed assembly of base computer components to a finished operational PC
- Produced the highest quality builds with zero defects
- Trained on the whole line, able to quickly switch between multiple tasks as needed

### Associate, Ohio Laminating & Binding

Nov 2017 – Aug 2018

Hilliard, Ohio

- Operated various machinery to ensure proper binding and lamination of material
- Worked collaboratively as a team to operate large scale bindery equipment
- After school job where various tasks were assigned

## Education

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### Per Scholas, IT Support

Jan 2022 – May 2022

Certified in CompTIA A+ and Google IT Support Professional

Columbus, Ohio

### Miami University, Mathematics and Computer Science

Oxford, Ohio

## Accomplishments

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### Key Club, Graduate

Hilliard, Ohio

- Developed teamwork skills and provided service to the community