Zifen "Nancy" Su

⦿ Columbus, Ohio   ✉ zifen.su@outlook.com   📞 6149994348   in zifen-su   ➹ http://nancy-su.com

📇 Profile

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

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

Stores Technology Services, *Limited Brands* — May 2022 – present, Columbus
- Provided resolutions for stores by isolating problems, researching solutions, and conducting them through corrective steps
- Properly documents accurate and detailed information regarding issues, troubleshooting steps, and resolutions or escalations
- Maintained strong verbal communication and customer service skills under escalations of emergency and non-emergency situations

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

🎓 Education

Per Scholas, *IT Support* — Jan 2022 – May 2022, Columbus, Ohio
Certified in CompTIA A+ and Google IT Support Professional

Miami University, *Mathematics and Computer Science* — Oxford, Ohio