

CAREER PROFILE

An iOS developer with a computing science degree and 7+ years of software development experience in Java and C. I love the challenge of solving different problems in the real world with technologies. That is why I am in IT and worked with a diverse number of technologies. Having worked at 3 start ups and large corporations gave me an unique perspective on how to help my team succeed.

SKILLS

Programming Languages	Swift, Objective-C, Powershell, Java, C#, C
Databases	MySQL, Microsoft SQL server, SQLite
Software	Xcode, Git, Slack, Servicenow, Trello, Office 365/Azure Admin

PROJECTS

Speed reading (Midterm project) - An app to allow anyone to speed read any imported text or pdf files. It allows the user to adjust reading speed and bookmark the position in the reading. I collaborated with another classmate to design and implement this app.

Tech stack: Swift, Realm DB, Cocapods, Material

EXPERIENCES

Desktop support specialist Aug 2017 - Jul 2018
Lululemon Athletica

- Provided second level support on Windows 7/10, Mac OS X, Office 365, Exchange, Active directory, Cisco IP phones, VPN
- Deployed software and OS images using SCCM 2012 for PC and Casper cloud for Macs
- Supported over 1400+ users at North American offices using ServiceNow, Skype and Slack

Corporate technical support lead Oct 2014 - Apr 2017
Kit and Ace Designs

- Help grew and led a team of four to support all corporate technologies in the head office and 4 other satellite offices
- Managed support tickets in Zendesk to ensure issues are resolved efficiently
- Created and updated knowledge base documentations for the team and corporate users

Technical support specialist (store support) Aug 2012 - Oct 2014
Lululemon Athletica

- Provided second level and on-call support for 350+ stores worldwide on all Micros POS software, registers, iOS mobile POS devices and peripheral issues
- Developed Excel macros, **SQL** and **powershell** scripts to consolidate store/user data, daily sales audit and different operation tasks
- Set up and maintain 20+ staging and QA lab machines to test software upgrades, patches, scripts and document changes to procedures

Product support engineer Jun 2008 - Jul 2012
Pacific Amber Technologies

- Developed e-commerce import/export/data conversion tools for the point of sale software using **C#** and **Microsoft SQL server**
- Provided telephone/on-site software and computer support for customers
- Developed web based support software using ASP.net

Software Engineer Jun 2007 - May 2008
Bluetide Management

- Designed and developed sales analytic and reporting software in **Adobe Flex 3.0** and **Actionscript 3.0**
- Utilized the **Salesforce** Apex web services platform SaaS model, Cairngorm framework and common design patterns
- Made use of Agile development methodology with a team of four developers

Software Engineer Jun 2000 - Jun 2006
Innovative Interfaces

- Been through four full development cycles for the circulation module written in **Java** and **C** from requirements until release to our customers
- Troubleshoot reported production issues and created hot fixes
- Took on leadership responsibilities in design meetings and had major influences on designs and architectures of new features

Bennett Cheung

iOS Developer

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EDUCATION

iOS Development Bootcamp
Lighthouse Labs
Aug 2018 - Oct 2018

Agile team training
Agile 42
Feb 2017

BSc in Business Administration and Computing Science
Simon Fraser University
1995 - 2000

INTERESTS

Hiking

Yoga

Traveling

LANGUAGES

English (Native)

Chinese (Native)

French (Basic)

Japanese (Basic)