

CECILIA WEI

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OBJECTIVE

Innovative, creative and a team driven. I seek to secure a Front-end Web Designer & Developer internship and join the team in implementing user interaction following client-approved mock-ups, such as wireframes, visual design comprehensive layouts, and prototypes.

EXPERIENCE

BlackBerry

Enterprise Support Analyst (Jan 2019 – Sept 2019)

- Delivered front-line support for BlackBerry's enterprise customers including large financial institutions, federal government agencies, etc.
- Identified and documented potential software/hardware defects for BlackBerry Unified Endpoint Management software and secure apps
- Prepared and managed issue verifications for Software Development
- Participated in several beta tests of new BlackBerry software/hardware
- Researched, authored and reviewed technical documentation
- Assisted with software consultations and escalations from internal and external partners
- Created and updated Knowledge Base documentation as required

Banana Republic

Cashier & Brand Ambassador (Aug 2017 – Dec 2018)

- Ambassador for the brand by re-enforcing an exceptional customer experience
- Helped team drive loyalty through email capture and reached a capture rate of 74%
- Provided register/cashier training to team as needed
- Handled customer situations in compliance with policies and procedures

LEADERSHIP

BlackBerry Students Social Committee (BSSC)

Co-Chair (May 2019 – Sept 2019)

- Implemented structural and organizational improvements to the BSSC
- Directed scheduling the Committee meetings and ensured that the team worked smoothly
- Led meetings and communicated with the Campus Team to ensure proper channels are used for various events
- Hosted the Students Town Hall with the BlackBerry CEO John Chen on June 25th, 2018

Media Director (Jan 2019 – April 2019)

- Created and ensured visual assets and promotions are up to standard
- Designed and edited poster images and videos for the events hosted by BSSC
- Upkept the internal BSSC page with upcoming events and news, and maintained the various BlackBerry Student Life social media pages

PUBLICATIONS

Introduction to journaling designs: Masking Tapes Guide Book

ISBN: 9787517069843

Co-authored a journaling design tutorial book with four other content creators.

Beijing Youth Newspaper 2017.7.21 Page. B10

Interviewed by Beijing Youth Newspaper regarding several art projects I collaborated with the Palace Museum Online Store.

EDUCATION

University of Alberta

BSc with Specialization in Computer Science

Expected graduation: Dec 2020

SKILLS

Programming Languages

Java, C, SQL, Python, HTML, CSS, JavaScript, Assembly

Front-End

jQuery, Bootstrap, HTML, CSS

Cloud & DevOps

AWS, Azure

Tools

Git, Shell, Postman, Unix/Linux

Design

Sketch, InVision, Canva, Illustrator, Final Cut Pro

PROJECTS

BlackBerry CSO Global Townhall

Presentation design

Entrusted by the Vice President to lead cross-organizational design projects that were instrumental in driving global business communications.

BlackBerry Global Television Alert

System content design

Designed static and animated content for BlackBerry global communication and network.

HealthX

An Android health assistant app that allows patients to record their symptoms on the app and receive assistance instantly. Utilized OOP, separation of concern, and abstraction concepts.

Feels Book

An Android application that allows users to record, edit and browse their emotions.