Sun Chung

Web Developer

Talented Technical Support Representative with gift for understanding needs of both business and home users. Versed in troubleshooting and desktop support on Windows, Linux and Mac systems. Proven skill in resolving problems quickly on first call.

Work History

2016-11 - Current

Technical Support

Newcom Inc, Miramar, FL

- Deliver service and support to end-users via remote connection or over phone
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more
- Offer alternative solutions where appropriate with objective of retaining customers' and clients' business
- Stay current with system information, changes and updates
- Working with customers/employees to identify equipment problems and advising on solution
- Analyzing system logs can spot common trends and underlying problems
- Updating self-help documents so customers/employees can try to fix problems themselves

Education

2022-02 - 2022-12

Full Stack MERN Certificate MIT – 02/2022 ~ 12/2022 Bicom PBXWare Level 1 Certificate Bicom Systems: Full Stack MERN

Massachusetts Institute of Technology - Cambridge, MA

1999-06 -

Unix System Administration / C / C++ -

Contact

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WWW
https://chung-sun.github.io/

Technical Profile

- JavaScript
- CSS
- Git
- Bootstrap
- React
- Docker
- MongoDB
- Express
- Node.js
- GitHub
- HTTP

1999-08	**Certificate**
	Worcester Polytechnic Institute - Worcester, MA
1990-09 - 1995-05	**Master Degree (MBA): Business Administration**
	New York Institute of Technology - Old Westbury, NY
1995-09 - 1998-05	**Bachelor of Science (BS): Mechanical Engineering**
	New York institute of Technology - Old Westbury, NY

Languages

English, Spanish, Portuguese and Korean.

- React.js
- Firebase

Competencies

Front-End – HTML5, CSS, JavaScript, React, NextJS

Back-end – NodeJS, Express, MongoDB, GraphQL

Computer – Windows and Mac.

Software – Microsoft Office, Open Office, GitHub, QuickBooks, Porta One, VoIP Monitor, FreePBX (Asterisk), PBXWare (Bicom), gloComm, Communicator GO.