Sun Chung
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- To work in an environment where I could enjoy working and be part of the team
- Thriving on solving puzzles
- Personally programmed and developed

Experience

- **Technical Support**
  11/2016 ~ Present
  Newcom Inc., Miramar, FL
  o Deliver service and support to end-users via remote connection (TeamViewer) or over the phone
  o Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
  o Gather customer's information and determine the issue by evaluating and analyzing the symptoms
  o Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more
  o Research required information using available resources
  o Follow standard processes, procedures, identify and escalate priority issues per Client specifications
  o Redirect problems to appropriate resource
  o Accurately process and record call transactions using a computer and designated tracking software (Kayako)
  o Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
  o Organize ideas and communicate oral messages appropriate to listeners and situations
  o Follow up and make scheduled call backs to customers where necessary
  o Stay current with system information, changes and updates
  o Working with customers/employees to identify equipment problems and advising on the solution
  o Logging and keeping records of customer/employee queries
  o Analyzing call logs so you can spot common trends and underlying problems
  o Updating self-help documents so customers/employees can try to fix problems themselves
  o Working with field engineers to visit customers/employees if the problem is more serious
  o Testing and fixing faulty equipment

- **Owner/Manager**   **07/2012 ~ 11/2015**
  Jimmy's Courthouse Deli, FT. Lauderdale, FL
  o Managed day-to-day operations, including sales, tracking inventory, and contacting vendors
  o Increased loss prevention by 99 percent and in return increased profit by 3 percent
  o Thru small batches and constant delivery, where able to minimize waste by 20 percent and increase the freshness of the product
  o Monitored compliances according sanitation, safety, and regulations
  o With excellent guest services and absolute customer satisfaction, managed to increase sales by 20 percent
  o Supervised employee recruitment, training, discipline and termination
  o Prepared payroll, federal, state, and local taxes

- **Manager**   **04/2010 ~ 11/2011**
  CSI Developers, Inc., W.P.B., FL
  - Managed customer database, product updates, and upgrades.
  - Coordinated marketing campaigns and special events
  - In charge of accounts receivable, accounts payable and analyzed financial statements
  - Functioned in project-management role.
  - Use of project timeline lowered cost by 5 percent and increased productivity by 15 percent
  - Federal, State and local compliances
  - Oversees employee recruitment, training, dismissal and payroll
  - Negotiating more favorable terms with different vendors

- **Manager**   **04/2003 ~ 01/2010**
  ABC Trading, LLC. Doral, FL
  - Maintained contact with vendors, factories, and clients
  - Oversees, procurement, allocation, distribution control, stock levels, and cost
  - Logistics, scheduling and booking of containers

- **Team Leader**   **07/2001 ~ 03/2003**
  Azygo, Inc., New York, NY
  - Web and Data server deployment
  - Unix and Oracle server administration
  - Liaison between management and technical department

- **Programmer**   **07/2001 ~ 05/2000**
  Internet Teller Machine, Inc., L.I.C., NY
  - Banking software development using Java
  - Internet Explorer programming

Skills

- Computer – Windows and Mac.
- Software – Microsoft Office, Open Office, GitHub, Photoshop, QuickBooks, Porta One, VoIP Monitor, FreePBX (Asterisk), PBXWare (Bicom), gloComm, Communicator GO.
- Experience integrating external API
- Debugging
- GitHub – external repository and version control
- JSON/XML
- Language - English, Spanish, Portuguese and Korean.

Education

- **Bachelor of Science (BS) – Mechanical Engineering**
  New York Institute of Technology – Old Westbury, NY - 09/1990 ~ 05/1995

- **Master Degree (MBA) - Business Administration**
  New York institute of Technology – Old Westbury, NY - 09/1995 ~ 05/1998

- **Unix System Administration / C / C++ - Certificate**
  Worcester Polytechnic Institute – Worcester, MA - 06/1999 ~ 08/1999

- **Full Stack MERN**
  MIT – 02/2022 ~ 11/2022