

LeQuan Ly
Brampton, ON
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Summary of Skills

- Keen to the business needs ensuring system integrity and performance
- Strong team player with outstanding interpersonal skills and excellent work ethics
- Able to think quickly and efficiently perform problem-solving tasks within changing conditions

Education

Ontario College Diploma – Computer Programmer

December 2015

Sheridan College, Oakville, ON

Proficiency

Languages	Java
Operating Systems	Windows, Linux/Unix, OS X
Databases	MySQL
Middle Wares	JavaScript, PHP
Web Development	HTML5, CSS3, JQuery
Tools	Android Studio, NotePad++, Git

Experience

Apple - Family Room Specialist

Mississauga, ON

May 2015 – Present

- Identify customer device issues using attentive listening and systematic probing, addressing both hardware and software.
- Provide prompt and accurate information while maintaining effective communication by adjusting to the pace and technical level of the customer, ensuring the highest level of quality support.
- Proactively identify ways to avoid recurrence of device issues by regularly improving the troubleshooting process and reviewing technical articles.

EMD Serono - Technical Support Co-op

Mississauga, ON

January 2014 – April 2014

- Assisted the company transition from Blackberry to Apple mobile devices. This Included implementing user accounts, installing and configuring applications on iPads and iPhones, and resolving hardware and software issues.
- Erased, installed, and configured computer systems and software on company notebooks.
- Responsible for maintaining hardware inventory using HP Asset Management System; Included printers, monitors, and laptops.