

**LeQuan Ly**  
647-929-7597  
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## Skills

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- Keen to 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

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### Associate Android Developer

Google

June 2017

### Ontario College Diploma – Computer Programmer

Sheridan College, Oakville, ON

December 2015

## Proficiency

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<b>Operating Systems</b>	Windows, Linux/Unix, OS X
<b>Mobile Development</b>	Android, HTML5, CSS3, JQuery
<b>Languages</b>	Java
<b>Middle Wares</b>	JavaScript, PHP, Ajax
<b>Databases</b>	MySQL
<b>Tools</b>	Android Studio, Eclipse, NotePad++, Git

## Experience

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### 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.