

# Rui Zhao

## Education

### Computing Support

Diploma of Vocational Studies /  
Diplôme d'études professionnelles  
Verdun Adult and Career Centre  
2023-2024, Montreal, QC

Master's degree  
Intl. Relations and Global Change  
University of Westminster  
2012-2013, London, UK

Bachelor's degree  
Diplomacy  
Renmin University of China  
2003-2007, Beijing, China

## Languages

English	Fluent
French	Basic
Mandarin	Native

## Contact

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## ABOUT ME

- an IT enthusiast following an intensive 1.5-year training program
- a seasoned veteran with 10 years experience of providing customer service to diverse clientele
- a quick learner with a keen focus on problem-solving
- a dedicated team player valuing action over words
- a resilient self-starter able to thrive under pressure

## QUALIFICATIONS

Hardware	<ul style="list-style-type: none"><li>• Install and maintain hardware and peripherals</li><li>• Troubleshooting</li></ul>
System	<ul style="list-style-type: none"><li>• Install, configure and maintain Windows/Linux operating systems and software applications</li><li>• Knowledge of Windows Server and Linux Server</li><li>• Experience of Active Directory administration and deployment of DHCP server</li><li>• Virtualization technologies: VirtualBox, Hyper-V</li><li>• Knowledge of Remote Desktop Support</li><li>• Experience in supporting Database management (SQL Server, MySQL, MariaDB)</li></ul>
Networks	<ul style="list-style-type: none"><li>• Knowledge of network protocols (TCP/IP, DNS, DHCP), wireless networks, domain controllers and network printing</li><li>• Knowledge of network hardware, including routers, switches, firewalls, and access points</li></ul>
Programming	<ul style="list-style-type: none"><li>• Hands-on experience with HTML and CSS</li><li>• Basic knowledge of Python</li></ul>
Certificates	<ul style="list-style-type: none"><li>• Linux Essentials Professional Development Certificate (Cisco Networking Academy)</li><li>• CompTIA A+ (expected completion in 2024)</li></ul>

## WORK EXPERIENCE

2023	Store & Warehouse Clerk Montreal, QC	L'Oréal
2020-2021	Social Media Specialist Montreal, QC	MCH New Media
2019-2020 2021-2022	Marketing Specialist Beijing, China	EY
2018-2019	Business Development Specialist Hangzhou, China	Ant Financial
2015-2018	Marketing Specialist Shenzhen, China Johannesburg, South Africa	Huawei Technologies