# Rui Zhao

## Contact

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## 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

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|---|---|
| **English** | Fluent |
| **French** | Basic |
| **Mandarin** | Native |

## 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 actions over words
- a resilient self-starter able to thrive under pressure

## Certificates

- Linux Essentials Professional Development Certificate (Cisco Networking Academy)
- CompTIA A+ (expected completion in 2024)

## Skills

### Hardware

Install and maintain hardware and peripherals

### Operating Systems

Install, Configure and maintain Windows and Linux operating systems

### Network

- Strong understanding of TCP/IP, Ethernet, DNS & DHCP
- Strong understanding of routers, switches and firewalls

### Database

Data management and analytics (SQL Server, MySQL, Power BI)

### Troubleshooting

Hardware and software troubleshooting

### Server

- Installation and configuration of Windows server & Linux server
- Active Directory administration
- Deploy and maintain DHCP servers

### Remote & Virtualization

- Windows Remote Desktop Support
- Virtualization technologies: VM VirtualBox, Hyper- V

### Programming

- Hands-on experience with HTML and CSS
- Python scripting experience

## Work experience

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