

# Derek Wu

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## EDUCATION

**California State University, Fullerton**

*Bachelor of Arts in History*

September 2014 – May 2019

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## SKILLS:

**Languages:** HTML5, CSS3, Javascript

**Tools:** Visual Studio Code, Github, Chrome Developer Tools, jquery Lightbox

## Projects:

- **Personal Website**
    - Tools used: HTML, CSS
  - **Wu's Brew "Coming Soon" page**
    - Tools used: HTML, CSS
  - **Cold War in Berlin Visual Timeline**
    - Tools used: HTML, CSS, jquery Lightbox
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## WORK EXPERIENCE

### Staffmark Taco Bell

*L1 Technical Analyst*

September 2020 - Present

- Worked closely over the phone with Taco Bell employees throughout North America to troubleshoot hardware and network issues within restaurants
- Experienced in detecting trending issues and guiding user through preventative measures
- Assisted with implementation of new hardware such as POS systems, monitors and credit card readers
- Utilized helpdesk ticketing system to resolve user requests and supported variety of network infrastructures

### WinWays Neuro Restorative

*Community Re-entry Specialist*

February 2020 – September 2020

- Organized and managed therapy programs for patients with traumatic brain injuries by collaborating with physical, occupational and speech therapists
- Utilized strong interpersonal skills to communicate with residential patients with daily living tasks

### Brea Police Department

*Police Recruit*

August 2019 – December 2019

- Attended the Golden West Police Academy
- Received extensive training on oral communication, leadership and team organization
- Developed relationship and rapport building skills to create a cooperative work environment

### Quantum Automation

*Control Systems Engineer/ Quality Assurance Manager*

May 2016 - August 2019

- Designed UL508A ICS component layouts and wiring diagrams
- Some experience with network setup and troubleshooting for ICS and office environments
- Installed and configured Windows OS on industrial PCs using USB boot drives
- Created live inventory systems using excel to accurately display raw material quantities