

Derek Wu

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EDUCATION

California State University, Fullerton

Bachelor of Arts in History

September 2014 – May 2019

TECHNICAL SKILLS

Languages: HTTP5, CSS3, Sass

Frameworks: React

COURSES

- Modern HTML & CSS From The Beginning
Udemy
 - Modern JavaScript From The Beginning
Udemy
 - React Front To Back
Udemy
-

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
- Successfully taught patients Windows OS basics and Microsoft Office program basics
- Troubleshooted office network connectivity and printer errors

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