Derek Wu

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EDUCATION
California State University, Fullerton

Bachelor of Arts in History   September 2014 – May 2019

SKILLS:
Languages: HTML5, CSS3, Javascript

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

Projects:
- **Personal Website**
  - Tools used: HTML, CSS, Javascript
- **Wu's Brew "Coming Soon" Landing Page**
  - Tools used: HTML, CSS, Javascript
- **Cold War in Berlin Visual Timeline**
  - Tools used: HTML, CSS, jquery Lightbox
- **Client-side Validation page**
  - Tools used: HTML, CSS, Javascript

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