

Qi Jian Chen (Kenny)

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OBJECTIVE: To obtain an IT position with a leading IT company where I can utilize my knowledge and professional IT skills

HIGHLIGHTS OF QUALIFICATIONS:

- Over 10 years in providing professional customer services to diverse populations and organizations
 - Over 2 years of professional I.T. experience
 - Excellent verbal and written communication skills
 - Excellent data gathering, analytical and case management skills
 - Bilingual fluency in English and Chinese
 - Ability to effectively organize, prioritize and multi-task
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PROFESSIONAL EXPERIENCE:

FACES SF - Neighborhood Access Point, San Francisco

April 2019 – July 2020

Bilingual Career Advisor

- Provided employment and job counseling services and case management to program participants
- Maintained client records by updating their files with changes, progress and goal reached
- Conducted evaluation surveys; and assisted in interpretation and translation, updating flyers, brochures and employment training
- Participated in meetings, training and other community events
- Continuously explored and initiate new, innovative ideas and solutions to generate, develop, and promoted relationships with businesses and employers so as to create and increase job opportunities for jobseekers

Human Services Agency - I.T. Department, San Francisco

February 2018 – February 2019

Field Services Technician Trainee

- Provided technical and operational support to departments and clients; maintenance for computers and networks
- Imaged, configured, and troubleshoot server workstations, laptops, hardware, software and various peripherals
- Performed help desk functions via ServiceNow ticketing system for problem tracking, analysis, and executing resolutions
- Designed and oversaw databases for hardware inventory and asset tracking
- Administered I.T. support during reoccurring off-site events, including Project Homeless Connect and mobile data migration using Blackberry UEM

Hsieh & Associate, San Francisco

September 2013 – November 2016

Phone Bank Supervisor

- Hired, trained, and supervised 30 call center employees in providing exceptional customer services via phone and in-person regarding election issues
 - Assisted in maintaining, reviewing, processing and monitoring of contract files, and other contract documentation
 - Monitored and evaluated business operations by conducting cost-analysis regularly and generating reports
 - Discussed analysis, possible improvement and tentative findings with manager
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EDUCATION:

Bachelor of Arts in Economics
Certificate of Customer Service Mindset
Proficiency in MS Word and Excel 2010
Certification of Contractor Licensing
Certification of Blueprint Reading
Certification of Plumbing Application
Mission Techies Program

San Francisco State University
Human Services Agency
Human Services Agency
City College of San Francisco
City College of San Francisco
City College of San Francisco
MEDA, in-progress

References available upon request