

EDWARD YI

New York, NY ◊ 408-890-9117 ◊ edward.dt.yi@gmail.com ◊ Portfolio ◊ Linkedin

High-performing IT specialist with a background supporting 300+ users across mission-critical environments, including the U.S. Marine Corps and FBI. Expert in ITSM workflows, Active Directory, and hardware lifecycle management. Proven track record of reducing downtime and enhancing user confidence through empathetic, clear communication and a relentless focus on security and operational excellence.

WORK EXPERIENCE

United States Marine Corps (USMC)

Help Desk Operations Manager | Network Systems Administrator

Okinawa, JP

March 2018 – June 2022

- Managed and operated an **IT Help Desk** supporting **300+** employees, completing **400+** service requests using **BMC Remedy IT Service Management (ITSM)**
- Provided **on-site and remote technical support** for Windows hardware, software, and network issues, **resolving 100+ ad-hoc IT issues** with minimal downtime
- Designed, organized, and maintained **30 Active Directory security groups** supporting **300+ users**, ensuring **99% system and data security compliance**
- Facilitated a company-wide hardware and workstation transition (from Lenovo to Dell) for **300+ devices valued over 70 thousand dollars**, **improving operational efficiency and productivity by more than 30%**
- Built, tested, and maintained **Cat 5e/6 network cabling** for office workstations, ensuring reliable LAN connectivity
- Prepared and managed the IT support environment for a **senior executive operational readiness audit**, achieving an **85% overall performance evaluation**
- Mentored and evaluated **10+ junior team members**, providing coaching, performance feedback, and delivered clear technical guidance to non-technical leadership

U.S. Department of Justice

FBI NY Cyber Branch | Student Workforce Trainee

New York, NY

June 2025 - August 2025

- Redesigned the **User Interface (UI) and information architecture** of the Computer Analysis and Response Team's Resource Wiki Database, **reducing resource-lookup time, improving clarity for end users, and increasing operational efficiency** through improved navigation, search pathways, and content structure
- Programmed a Network Anomaly Detection Machine Learning model utilizing the Random Forest algorithm to seamlessly process and identify malicious network traffic **resulting in 99.99% accurate and highly reliable predictions, producing clear explanations for technical and non-technical audiences, improving comprehension and stakeholder alignment**
- Delivered technical presentation on ML model, **simplifying LLM and model-behavior concepts for mixed-discipline professionals** using data visualizations, reducing cognitive friction and opening discussion for applications for ongoing and future operations

SKILLS & INTERESTS

IT Service Desk & Systems

IT Service Desk Operations, Incident and Request Management, ITSM Tools (BMC Remedy), Active Directory (User and Group Management), Endpoint Support (Windows, macOS), Hardware and Asset Management, Network Troubleshooting (LAN, cabling)

Technical Tools

Microsoft Office 365 (Teams, Outlook, Word, Excel, Powerpoint, OneNote), Google Workspace (Gmail, Drive, Docs, Colab), Wiki and Knowledge-Base Systems, GitHub, Figma, Miro, Tableau, Social Media

Program Languages

Python (Flask), HTML, CSS, JavaScript (React/D3), C++, C, Java, LaTeX

Certifications

Lean Six Sigma Green Belt Training (NMPDC), Telecommunications Officer (USMC), CompTIA Security+ (In Progress)

Languages

Advanced: [Japanese], Advanced: [Korean]

Interests

Body Health Sustainability, Tea Steeping, Reading JP Light Novels, Free Writing, Desserts

EDUCATION

Columbia University

B.A. Computer Science | Concentration: East Asian Studies

New York, NY

Cumulative GPA: 3.63