

Elvin LI KAM WA
3B, Electrical Engineering

Local Address

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SKILLS SUMMARY

- Experienced in FPGA development
- Comprehensive knowledge of Altera toolchain, Qsys, and the NIOS build tools
- Excellent customer service skills through various jobs
- Good experience in working both independently and in a team
- Ambitious and motivated person with a strong work ethic
- Bilingual: Fluent in English and French; both verbal and written

SOFTWARE SKILLS

- Experienced in programming languages including C, C++, C#, JAVA, MATLAB
- Experienced in scripting language including Python, PERL and Unix commands
- Experienced in HTML, CSS, MySQL
- Experienced in Android Programming using Eclipse IDE
- User-friendly with Linux Operating System and commands.
- Efficient with Microsoft Office suite

PROFESSIONAL WORK EXPERIENCE

Application Support Analyst, BlackBerry (May 2016 – Aug 2016)

- Level 3 Support for BES12, an EMM developed by BlackBerry
- Responsible for detecting bugs in BES12
- Responsible for reading through device logs and detect source of errors in mobile devices
- Troubleshoot customers' devices having issues the Tier 1 support couldn't resolve

On-Site Support Specialist, Sunlife (Sep 2015 – Dec 2015)

- Responsible for setting up new laptops for new hires
- Responsible for troubleshooting and fixing laptop for existing employees
- Troubleshooting Lotus notes and other corporate softwares

Application Support Analyst, Citigroup (Sep 2014 – Dec 2014)

- Responsible for monitoring efficiency of several software
- Responsible for writing scripts for testing of software
- Developed communication & presentation skills through meetings with owners of software

IS Analyst, Client Support, Maple Leaf Foods (Jan 2014 – April 2014)

- Responsible for troubleshooting and repairs of laptops and desktops.
- Deployed OS and applications on new employees' machines.
- Developed communication skills and professionalism through continuous communication with employees having hardware and software issues.
- Responsible for shipping and tracking devices sent at various locations.

IT Technician, Harel Mallac Technologies (May 2013 – Aug 2013)

- Responsible for repairs, implementation & support concerning desktops and notebooks
- Understood the concept of servers and different types of raids
- Performed diagnosis on faulty laptops, personal computers and notebooks
- Replaced faulty parts with new ones
- Assembled several desktops and notebooks from scratch
- Gained out-of-office experience in wiring computers to peripherals and install their drivers in business offices
- Used soldering skills to replace faulty capacitors on faulty mainboards

EDUCATION

4th Year Student Computer Engineering, Honours, Cooperative Program, University of Waterloo, Waterloo, ON, Sept. 2012 – present

Relevant Courses

- Digital Computers
- Embedded Microprocessor System
- Control Systems
- Analog and Digital Communications
- Operating Systems
- Digital Circuits and Systems
- Engineering Design with Embedded Systems

Awards and Certifications

- **President's Scholarship of Distinction**, University of Waterloo, Waterloo, ON, Sept. 2012 (awarded to students with average above 90%)
- **Engineering International Student Scholarship/Grant**, University of Waterloo, ON, Sept 2012 (Awarded to international students for outstanding academic and extra-curricular achievement)

Cambridge Higher School Certificate, James Burty David State Secondary School / Bell Village State Secondary School, Mauritius - January 2010 to November 2011.

Relevant Assignments

- **Science Project Competition**
 - co-designed a scheme to make a greener and sustainable island
 - visited various industries to account for the changes made to a green environment
 - debated the credibility of the project in front of a panel of five judges