

Emily Au

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QUALIFICATIONS SUMMARY

- Pursuing a Bachelor of Science in Information Technology
- Strengths are troubleshooting, scheduling, and interpersonal communication
- Foundational knowledge of computer networking and the basics of hardware
- Independent learner and reliable team member who excels in taking initiative and supporting group morale

EDUCATION

University of Washington, Tacoma GPA: 3.89

Bachelor of Science in Information Technology

Expected graduation year: 2023

EXPERIENCE

Network Administration Oct 2021 – Dec 2021

UWT - Tacoma, WA

- Organized subnetting tasks for LANS and WANS
- Resolved connectivity and IP addressing issues
- Conducted basic configuration and security protocols such as SSH on Cisco routers and switches

Project Manager Oct 2021 – Dec 2021

UWT - Tacoma, WA

- Created a use case diagram to organize user interaction for a website
- Scheduled due dates to keep 4 people on track using an Agile model
- Successfully completed and satisfied the client's business requirements

Student Tutor Apr 2018 – May 2018

Kent, WA

- Separated issues into smaller parts and made difficult concepts understandable
- Achieved A's and B's for the student after the tutoring session

Volunteered, Customer Service Jan 2016 - June 2017

Kent, WA

- Prepared many orders during halftime at a quick pace and worked at the register
- De-escalated arguments whenever they formed between the cashier and customer
- Proceeds went towards Kiwanis Children's Cancer Program

Skills

Problem-solving Collaboration Time managing Documentation Interpersonal communication