Fiona Zhou

Info

Sacramento, CA
(916)-833-4821
fxtzhou@yahoo.com
fxtzhou.github.io/portfolio

Skills

Graphic Design
UI/UX Design
Visual Communication
Web Design
Typography

Programs & Tools

Adobe Photoshop
Adobe Illustrator
Adobe AfterEffects
Adobe InDesign
Processing
Sketch
AutoCAD
Autodesk Inventor

Languages

HTML & CSS
JavaScript
Unix
English
Conversational Chinese
Japanese (reading/writing)

Education

University of California, Davis   2015 - 2018
B.A. Design

Relevant Coursework

Interactive Media I/II
Coding for Designers
Graphics and the Computer

Experience

Trimble - Folsom, CA   2015 - Present
Software Support Engineer

Provide software and technical troubleshooting support via Zendesk for SysQue, a data content extension and independent program for Autodesk Revit.

Collaborate with marketing manager to upkeep Knowledge Base website for hosting Community Content.

Mod Squad, Remote   2012-2014
Customer Service Agent

Offered billing and mobile support for all Customer Support Tiers through Salesforce and Zendesk.

Utilized admin and billing tools, and Tunnelblick, Asana, Basecamp for client communication.

Tested quality assurance for mobile and Facebook game applications

Exhibitions

Cliteracy   2017
Manetti Shrem Museum, UC Davis

Showcased two embroidery pieces to promote female empowerment.