

Jason Zheng

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EDUCATION

New York City College of Technology, Brooklyn, NY
B.Tech. in Computer Engineering Technology

Sept 2013-May 2018

WORK EXPERIENCE

Natix Investment Managers, Manhattan, NY

June 2017-February 2018

Help Desk Intern

- Created new user accounts and instructed new employees on technological and organizational procedures
- Assisted with upgrade implementations and application support
- Provided support for a variety of devices (ex. smartphones, monitors, scanners, printers, projectors)
- Inform management of compelling changes in performance of applications
- Ensure all desktops, laptops and Macs have appropriate antivirus and security restrictions comply with company standards and policy
- Ensure all tickets are addressed and closed as orderly as possible

Muji SOHO, Manhattan, NY

March 2016-May 2017

Sales Associate

- Restock and ensure all available inventory is presented in an organized fashion
- Created attractive merchandise display as well as strategic placements of products for maximum marketing effectiveness
- Provided customer service and resolved any inquiries made

Betterment LLC, New York, NY

June 2015-August 2015

IT Support Intern

- Troubleshooting, configuration of desktop components, and assisting with physical installations of desktops, laptops, and occasionally Macs
- Resolved, closed or escalated any tickets
- Solved minor software and equipment issues
- Conducted weekly check-ups on equipment and software for errors
- Guided co-workers through troubleshooting process

A+ Academy, Brooklyn, NY

June 2014 – Feb 2015

Tutor

- Implemented lectures and demonstrations in order to ensure quality learning experience
- Created lesson plans for myself and other tutors
- Set and communicated ground rules during class based on respect and personal responsibilities
- Ensured that parents were updated regarding how students were fairing in classes

Digital Connectors, Manhattan, NY

Sept 2010 - June 2011

Student Intern

- Instructed classes of roughly twenty elderly immigrants about the basics of computer usage on a weekly basis
- Taught Microsoft Word, email usage, navigation through a PC and the usage of search engines
- Learned the basics of CISCO CIA
- Interviewed leading community service providers regarding their activities and reasons for participating

SKILLS

Technical Skills: Microsoft Word, Microsoft Excel, Microsoft Outlook, Autodesk Inventor, CISCO CIA, Javascript, AutoCAD, Basic Python, Basic C++

Language: Proficient in Mandarin, Understanding of Cantonese