

## KYLE WEI

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A 2nd year Computer Systems Technology student studying at Saskatchewan Polytechnic. A loyal worker with over 8 years of experience in electronics retail and service environments. Enjoys a variety of sports, outdoor activities, games, and musical performance.

## TECHNICAL SKILLS

- » Management of devices and users using Active Directory and SCCM
- » Configuration, installation, and maintenance of network hardware and end-user devices
- » Troubleshooting and resolving hardware, system, and network issues
- » Planning and assembling computer systems and hardware

## TRANSFERABLE SKILLS

- » Communicating effectively with co-workers and clients in service environments
- » Identifying, and teaching skill sets to new team members
- » Planning and coordinating with others to host recreational events
- » Fluent in English and Mandarin
- » Level A2 German Proficiency

## VOLUNTEER WORK

### Technical Mentor

Canada Learning Code, Saskatoon, SK  
February 29, 2020  
» Teens Learning Code: HTML & CSS

### Instructor Aide/Tutor

Saskatchewan Polytechnic, Saskatoon, SK  
Winter 2020

### Junior Football Coach, Defensive Line

Centennial Collegiate, Saskatoon, SK  
Fall 2012, Fall 2013

## WORK EXPERIENCE

**Systems Technician (Freelance) |** Blakley RG Chartered Accountant  
*February 2020 - Present | Saskatoon, SK*

- » Managing and maintaining network infrastructure for a small accounting firm
- » Working with clients to build solutions and provide on-site and remote technical support
- » Implemented automated server backup schedule and installed a new UPS unit and monitoring/automation software
- » Diagnosed and resolved Microsoft Exchange issues stemming from DNS configurations

**System Support Technician (Summer Student) |** Saskatoon Public Schools  
*June 2019 - August 2019 | Saskatoon, SK*

- » Working with other technicians to provide technical support to teachers and support staff
- » Responding to and resolving help desk support tickets via phone, email, and remote desktop
- » Managing client devices and software deployments through SCCM
- » Performing repairs and component replacement on desktop PCs and laptops
- » Maintaining and upgrading network devices throughout the school division
- » Imaging and preparing new laptops for new and returning school division staff
- » Took part in division-wide staff laptop rollouts during the month of June 2019
- » Configured and deployed Cisco VoIP phones to Nutana Collegiate
- » Assembled and installed new server racks, network equipment, and wiring in Nutana Collegiate and North Park Wilson School

### Product Process Specialist |

Best Buy Canada  
*July 2015 - Present | Saskatoon, SK*

- » Team has been recognized for consistently having the best warehouse in Western Canada, as well as one of the best in the country
- » Designated as the head of department training; in charge of training new employees in position responsibilities and processes
- » Shipping, receiving, stocking, and merchandising of store product
- » Safely transporting and loading large items, such as refrigerators and washing machines

## EDUCATION

### **Saskatchewan Polytechnic**

Diploma, Computer Systems Technology  
Expected Graduation Date: 2020

### **University of Saskatchewan**

Bachelor of Science, Computer Science  
2011 - 2017 (Incomplete)

## ACTIVITIES & INTERESTS

- » Studied 12 years of piano, with performance and competition experience
- » Played seven seasons on baseball and softball teams, two years of badminton, and attend snowboarding/skiing trips with a group of friends
- » Ran a six month long Dungeons and Dragons campaign and several one-shot sessions with multiple in-person and remote players

## WORK EXPERIENCE

### **Home Entertainment Specialist | Best Buy Canada**

*August 2012 - August 2014 | Saskatoon, SK*

- » Showcasing televisions and home audio systems, demonstrating related features about products to customers, and informing them about store-provided services
- » Arranging customer television orders to the store, and scheduling home service appointments

### **Gaming Specialist | Best Buy Canada**

*November 2011 - August 2012 | Saskatoon, SK*

- » Showcased video game consoles, games, and provided relevant information on setup and usage of computers, consoles and accessories
- » Explaining the features and differences pertaining to different headphones and portable audio systems
- » Cleaning, organizing and stocking product within assigned department

**References available upon request.**