

LING FENG (LANCE) PU

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OBJECTIVE

To apply my knowledge in support of daily operations as well as further improvements of the organization. To obtain new knowledge through experience and careful evaluation of business needs.

TECHNICAL SKILLS

- Installation, configuration of Windows and Macintosh operating systems and Servers
- Troubleshoot hardware and software.
- Extensive knowledge in Microsoft Excel VBA Macros.
- Installation and configuration of various printers, working knowledge of Zebra ZPL II.
- Working knowledge of C++, C#, HTML, CSS, Java and JavaScript.
- Proficient in Microsoft Word, Excel and PowerPoint.
- Working knowledge of Active Directory administration, PowerShell, Command Prompt, server administration, Office 365 administration.
- Experienced with remote support.
- Experienced with small electronics assembly and repair.
- Working knowledge of wired and wireless networking.
- RightFax administration.
- CompTIA A+ CE certified.

EXPERIENCE

IT Team Lead

Mount Sinai Genomics Inc, DBA Sema4, New York, NY

1/2018 - Present

- Lead a team of IT specialists on the transition of IT infrastructures from Mount Sinai to Sema4.
- Create and execute various SOWs and closely coordinate with related parties to ensure smooth and timely completion.
- Lead the team on the successful planning and implementation of ServiceNow platform.
- Initiate, plan and implement various projects to meet the growing needs of the company.
- Ensure the upkeep of organizational infrastructures and services to meet the day-to-day and long term strategic needs of the organization.
- Manage outsourced vendors to ensure quality, timely delivery and maintenance of services.
- Select and negotiate with vendors for the growing hardware and software needs of the organization.
- Improve existing and implement new IT procedures to meet the demands and concerns of the organization.
- Hire, train and manage new employees and interns.
- Provide Level 2 and Level 3 support to end users via telephone, remote desktop tools and in-person.
- Proactively think of new ways to improve current procedures and needs of the organization through daily experience and end user interactions.

Desktop Support Specialist

Icahn School of Medicine at Mount Sinai New York, NY

11/2014 - 1/2018

- Research, plan and implement new IT solutions to provide efficiency in the organization.
- Administer, troubleshoot and improve Genetics Laboratory LIS system.
- Plan, setup, implement and administer servers for Terminal Services.
- Plan and implement a department wide PTO system.
- Plan and implement a conference room system.
- Administer Active Directory, including user creation, group creation, email creation, distribution list creation, and policy creation.
- Draft and implement IT procedures for the organization.
- Educate employees on various aspects of IT, including simple tips and tricks and IT security.

- Troubleshoot, set up and maintain computers, printers, scanners and mobile devices.
- Install, configure and troubleshoot operating systems and software, including laboratory specialty software.
- Upgrade computer hardware and software.
- Set up user accounts, workstations, laptops for new hires and current employees, external storage for backups.
- Coordinate with vendors for cost saving solutions for the organization.
- Provide recommendations to doctors and staffs regarding their current IT needs.
- Design and write excel Macros for automating and simplifying daily organizational tasks.
- Coordinate with Academic Helpdesk for out of scope IT issues.
- Train and supervise new hires and interns.

Desktop Support Volunteer

Icahn School of Medicine at Mount Sinai New York, NY

5/2014 – 11/2014

- Provide in-person and remote end user support on hardware and software.
- Assist in deploying Windows 7 to the organization.
- Install operating systems and various software.
- Setup and configure workstations, laptops, printers and mobile devices.

Commercial Lending Assistant

United International Bank, Flushing, NY

01/2013 – 06/2013

- Meet with potential clients and information gathering.
- Review lending documents such as credit checks, environmental surveys, etc.
- Conduct site visits on current customers.

Bank Teller (Part Time)

United International Bank, Flushing, NY

09/2010 – 12/2012

- Handle cash transactions in excess of \$50,000 daily.
- Train and supervise new employees in proper banking procedures.
- Enforce compliance with government banking regulations.

EDUCATION

Baruch College, New York, NY

Bachelor of Business, Graduated December 2012

Major: Computer Information Systems

GPA: 3.8/4.0

TRAITS

Attentive

Problem Solver

Work in harmony with others

Well mannered

Willingness to learn and explore

Enthusiasm for everything IT

LANGUAGES

Fluent in Mandarin Chinese and English.

REFERENCES

Available upon request