

Lu Chin Chen

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SUMMARY

Experienced technical support professional with four years of hands-on experience in systems administration, distributed systems, and network administration. Proficient in **JavaScript, C#, Azure AD, SQL Server, Python**, adept at troubleshooting and resolving complex technical issues. Additionally, I have extensive experience with cloud-based resources such as **AWS, and Azure Cloud Platform**.

SKILLS

- Azure DB, AWS DB, MS Office, Outlook, Azure AD, Microsoft Dynamics 365, Azure App Service
- C#, SQL Server, Python, JavaScript, Node.js, HTML, CSS
- Systems administration, Network Administration, Database architecture and administration, Performance tuning and benchmarking

WORK EXPERIENCE

Technical Support

Jan 2023 - present

ClanWilliam, Dublin

- Provide technical support and trouble shooting to clients from all Public Acute Hospitals and Private Hospitals in Ireland.
- Designing and implementing **SQL** templates for numeric management to enhance ticket efficiency.
- Work closely with Dev Team and deliver solutions and new capabilities for critical customer
- Quick troubleshooting and resolution of web Application product issues in both frontend and backend with good knowledge in **C#, javascript** and **TCP/IP**, increasing ticket solving speed by **20%**.
- Comfortable working in **Agile** project management.
- Proficient in **Jira, Kayako** and **Trello** for project management and ticket progress tracking, proposing standardized issue resolution workflows.
- Assist in the **creation and maintenance of knowledge base articles** and support documentation, **coach new hires** by presenting in training session.

Business development manager

Jan 2018 - 2019

USGFX, Taichung

- Respond to client requirements through competent customer service and prompt problem-solving
- Daily cold-calls in both Chinese and English to 20-30 different clients all over the world. Operated and developed sales strategies to enhance performance in sales.
- **Collaborate with different department** to deliver efficient and simultaneous service to clients from different time zone.
- Dealt with client enquiries, devised and fostered strategies and personal investment plan in forex to accommodate different needs.
- Satisfied KPI of at **least 2000 usd per client**, expanded client base by 10 percent each month.

Libo Cosmetic, Taichung

- Deploy Software to users or with **Azure AD Group Policy**, Apply **GPOs to target OUs**, users and/or computers.
- Manage domain workstations and servers with Group Policy and **Active Directory**
- Improve end-user experience with documentation and internal presentation, significantly reduce human errors.
- Monitor company network traffic with **Wireshark** and **Azure Active Directory**, generate monthly reports for the supervisor.
- Secure Domain by configuring Domain Password an **Account Lockout Policies** with Group Policy.
- Configure **Windows firewall** and **Windows Registry Settings** with Group Policy.

PROJECTS

Anystore - Billing and Inventory Management System

July 2023

- Develop a Billing and Inventory Management System, including modules such as users profile, categories, invoice details and transaction, allows user performing **CRUD** procedures on data in system.
- Utilizes the **C#** and **.NET Core** to implement a 3-tier architecture, enabling users to interact with **Microsoft SQL databases** to perform data access, retrieval, and update operations.
- Deploy application with **Azure Linux VM**

Online BookStore web development project

Jan 2022

- Designed an interactive website platform of online education, including modules such as users (user registration, login, personal profile, **CRUD** books into system), deployed project on **docker** (local) and **Azure App Service**
- Constructed front-end framework using **JQuery**, **EJS** and **Bootstrap**. Designed the front-end interface of each module using **HTML** and **CSS** technologies, display the data and information obtained from the server
- Utilized **Javascript** and **Node.js** to construct the back-end framework; Built and managed dependencies of the project with Node.js, and designed the database access object and service layer to facilitates communication between the controller and the **MongoDB** database
- Test project with **Selenium** to check if the frontend rendering and CRUD functions.

EDUCATION

2020 - 2022 Postgraduate (Applied CyberSecurity) at **Technological University Dublin**

2019 - 2020 Higher Diploma (Computer Science) at **Griffith College** (First Honour Degree)