



YICHEN LI

Calgary, AB

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(403) 560-2286

Devoted troubleshooter with deep understanding of system architecture and diagnostics. Familiar with security standards and usability optimization. Effectively operates autonomously to troubleshoot and fix concerns. Goal-oriented Web Development with strong commitment to collaboration and solutions-oriented problem-solving. Continuously improve customer satisfaction through effective customer support. Passionate and hardworking with penchant for meeting deadlines.

#readytowork

WORK EXPERIENCE

Infrastructure Service Technician

Husky Energy Inc - Calgary, AB

May 2019 to December 2019

- Created monthly reports and dashboards to monitor update process of legacy servers, including Windows, Linux, and Database servers.
- Collaborated with Application department and Network Security department to develop infrastructure build-out strategy and outline project scope.
- Worked in team-driven environments and communicated effectively with all stakeholders through different platforms such as Skype and Outlook.
- Supported IT operations for all corporate entities, including corporate headquarter and worldwide locations.
- Standardized job tasks and trained new team members on industry best practices and standards.

IT Client Service Technician

Bowden Institution - Calgary, AB

April 2018 to August 2018

- Delivered onsite technical support for 500+ employees by completing and tracking the progress of users' requests using Assyst Ticketing System.
- Configured hardware, devices and software to set up workstations for employees.

- Assisted users to solve IT related problems via telephone, email, ticketing system and in person.
- Scheduled onsite maintenance appointments to keep equipment running and track inventory at peak performance.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

Manager Assistant

Calgary Chinese Culture Centre - Calgary, AB

March 2015 to August 2016

- Conducted rental client tours, meetings and intakes with friendly and very strong customer service skills.
- Assisted the machine operators with training or troubleshooting to minimize equipment downtime.
- Fostered teamwork consistent with our company and plant Mission, Vision, and Core Values.
- Organized spaces, materials and catering support for internal and client-focused meetings.
- Performed preventative maintenance and processed equipment along with related utilities, following all safety procedures.

EDUCATION

Bachelor's Degree in Computer Information Systems

Mount Royal University - Calgary, AB

January 2016 to June 2020

Diploma in Aircraft Maintenance

Canadore College - North Bay, ON

2008 to 2010

SKILLS

- **Operating Systems - Windows, Linux, Android (5 years)**
- **Database - MySQL, MongoDB (2 years)**
- **Programming Languages - Java, JavaScript, Python, React, Node, HTML, CSS, PHP (4 years)**
- **Software - Visual Studio Code, Android Studio, Git, MS Project, MS Office (4 years)**
- **Hardware - repair or replacement of components (5 years)**
- **Maintenance**
- **Javascript**
- **Wordpress**
- **PHP**
- **Front End**
- **HTML5**

AWARDS

President's Honour Roll

September 2018

Mount Royal University recognizes exceptional students on a President's Honour Roll. Students on this Honour Roll have a grade point average of 3.75 or higher during the previous year. The focus, hard work, and quest for excellence I applied to my studies means I am among the University's highest academic achievers.

President's Honour Roll

December 2019

Mount Royal University recognizes exceptional students on a President's Honour Roll. Students on this Honour Roll have a grade point average of 3.75 or higher during the previous year. The focus, hard work, and quest for excellence I applied to my studies means I am among the University's highest academic achievers.

AFF (Access to the Future) Bursary

September 2017

Awarded to a full-time student for excellent academic achievement.

Jason Lang Scholarship

September 2018

The scholarship recognizes and rewards Alberta post-secondary students for their academic achievements and encourages them to continue in their undergraduate or professional program of study.

Cisco Systems Scholarship

June 2019

Awarded to a full-time student of Bachelor of Computer Information Systems for excellent academic achievement.

Dr. George W. Kerby Scholarship

July 2019

Awarded to a full-time student for excellent academic achievement.

Louise McKinney Post-Secondary Scholarship

December 2019

Established in honour of Louise McKinney, the Louise McKinney Post-Secondary Scholarship recognizes and rewards students for their academic achievements and encourages them to continue in their undergraduate or professional program of study.