**Shuang Liu CURRICULUM VITAE**

1796B Great North Road, Avondale, Auckland 1026

Mobile: 02041505609

Email: jilufe@gmail.com

**KEY SKILLS**

* Confident in CSS, HTML5, Canvas, JavaScript, jQuery, Bootstrap,MySQL
* Familiar with WordPress Content Management System and demo site at https:// mtnz603220891.wordpress.com
* Great approach to responsive web design and ASP.NET Core (http://dochyper.unitec.ac.nz/lius69/asp\_assignment)
* Excellent experience with PHP (http://dochyper.unitec.ac.nz/lius69/php\_assignment)
* Solid knowledge of photoshop
* Strong ability and passion for continuous learning new technology
* Good understanding of SEO knowledge

**EDUCATION**

Unitec Institute of Technology Web Development July 2017 – current

Beijing Institute of Technology Communication engineering Sep 2003 – July 2006

University of Science and Technology of China Foreign Trade English Sep 1994 – July 1996

**Awards**

* Awarded with Zuora Awesome award 2015 Zuora Inc
* Recognized for Websense Bravo Award 2013 Websense Inc
* Achieved LANDesk Signature Service MVP Award 2010 LANDesk software Inc

**Certifications:**

* CCNA Sep 2005 at Beijing
* MCSE Feb 1999 at Beijing

**Working Experience**

May 2006 – July 2017 Senior Technical Support Engineer

Zuora Inc, Beijing

Websense Networking technology Beijing

LANDesk software Inc Beijing

Job Responsibilities:

* Provide technical support via phone and email to customers, partner and professional service engineers, especially for Mission-Critical customers and ensure customer satisfaction
* Discuss escalations and troubles based on ticket prioritization and ensure SLA compliance
* Advise customers on best practices for on-premise/cloud/hybrid integration and API management.
* Research root cause and deliver technical solutions to the customers as well as Technical Services management team
* Organize conference with global support teams for technical discussion and warm handoff
* Coach Junior support engineer and share best practices with team members to enhance the quality and efficiency of customer support and contribute to the knowledge base
* Identify project risks and escalate issues as and when required
* Establish strong working relationships with Engineering, Professional Services
* Interact with R&D team to duplicate problem and developing hot-fix patches
* Assist the improvement of existing processes and development of new processes

Sep 1996 – April 2006 Web Developer and HelpDesk

Bejing Compower xuntong electronic

United-bio technology company Ltd

China Economic Information Center

Job Responsibilities:

* Develop and maintain company’s website
* Troubleshoot root causes of desktops, network facilities and Windows servers issues
* Provide administrative services for desktops, servers (both Windows and Linux) and the installation of operating systems, antivirus software and applications
* Respond to finical software and database backup
* Monitor and maintain inventories of software and network materials

**Interests**

* Playing basketball
* Hiking
* Playing soccer