

RUI PAN

IT Network Administration, New Brunswick Community College
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Seeking a **part-time** or **summer full-time** position in **IT technical support** to apply and strengthen my hands-on skills.

HIGHLIGHTS

- Over 12 years of IT product management experience in China; currently pursuing IT Network Administration at New Brunswick Community College
- Strong analytical, problem-solving, and customer-focused skills
- Adaptable, fast learner, and able to thrive in new environments
- Team player with excellent communication skills in English & Mandarin
- Reliable, diligent, and results-oriented professional

EDUCATION

New Brunswick Community College IT Network Administration Diploma	Sep 2025 - Present
Hubei Software Industry Training Centre Diploma in Software Engineering	Dec 2006
Huazhong University of Science and Technology Diploma in Communication Technology	Jun 2004

SKILLS

IT Tech Support: Networking Fundamentals, Cisco CCNA, Windows Server Administration, PowerShell, Virtualization Tools, Troubleshooting & Diagnostics

Product Management: Requirement Analysis, Market Research, Product Road mapping, Project Coordination, Proposal Preparation

Software Development: Java, SQL, Pre-sale Software Consultation, ERP/PM/GS Systems

Cloud & Virtualization: Desktop Cloud, Virtual Machines, Cloud Product Support

Leadership & Collaboration: Team Leadership, Cross-Functional Collaboration, Customer Communication

PROFESSIONAL EXPERIENCE

Ruijie Network Co. Ltd Product Manager	June 2018 – July 2024 Wuhan, China
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- Led a team for customer demand research, market development, and marketing for Ruijie Cloud Desktop
- Developed annual industry strategy, market targets, and competitive solutions for large sales projects
- Analyzed customer needs and industry trends across multiple regions

Achievements:

- Managed three product groups contributing 60% of cloud desktop revenue
- Won company-level professional award for higher education marketing
- Led central China to rank first in completion rate and revenue for two consecutive years

OS-EASY Group Holding Ltd.

November 2013 – June 2018

Product Manager

Wuhan, China

- Managed OS-Easy Education Desktop Cloud and E-VDI product from prototype to launch
- Collected and analyzed higher education requirements, prepared bidding and product documentation
- Helped company become a major player in the higher education desktop cloud market

Early Career Experience (2001–2013)

Various roles in web editing, graphic design, Java programming, telecommunications equipment installation, ERP project management, and solution engineering.

Developed strong foundations in software development, system deployment, customer communication, and technical problem-solving.

LANGUAGES

English, Mandarin