

PUZE ZHONG

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PROFILE

"As a dynamic individual with a solid background in database management, application development, and Agile project management, I am eager to contribute to entry-level IT Support Engineering roles. My technical proficiency enables me to provide exceptional application and technical support, identify and rectify issues in computer hardware and software, and spearhead full-stack web development projects from inception to completion. I excel in problem-solving, time management, and team collaboration, attributes that are pivotal for continuous process improvement. Additionally, I am skilled in Microsoft Office suite and have a proven track record in full-stack web development, making me a versatile candidate ready to make a significant impact in any IT role."

EDUCATION

Bachelor of Business Administration in Information System, dec 2018

The University of Texas at San Antonio, TX

Relevant Coursework: Information Assurance and Security, Telecom for Business and Database Management for IS, Application Development and Intermediate Object-Oriented programming, System Analysis, Design/Agile Project Management, and Application Development.

PROFESSIONAL EXPERIENCE

San Antonio, TX

2020 – Present

Warehouse Builder Assistant

Increase rate of output and ensure timely completion of construction activities by driving and utilizing all type of construction tools and excavators. Repair fittings, replace broken pipes, and install multiple equipment, including lights, toilet, and small office to ensure smooth running of construction operations. Develop, implement, and follow construction plans to complete routine tasks within time constraints.

- Identified and resolved complex problems/issues by formulating and delivering innovative solutions as well as utilizing technology skills.

Sesame street, CN

2019

Kindergarten Teacher

Improved children performance by teaching basic English language lessons. Planned, created, and assessed PowerPoint lessons for regular class. Motivated and encouraged kids by designing effective teaching plans and using activities/instructional methods.

- Taught children with patience and creativity via utilization of self-organized and emotion control skills.

China Harbor, San Antonio, TX

2016 – 2018

Server

Increased customer satisfaction and retention by maintaining high standards of customer service during management of high-volume and fast-paced operations. Maintained accessible and friendly environment by ensuring customer satisfaction.

- Attained exceptional communication skills by engaging with several people of different cultures.

Full house, San Antonio, TX**2013 – 2016****Cashier**

Executed packaging to-go order items and delivered orders within time to minimize financial variations. Greeted guest, solicited opinions on dishes/services, mitigated complaints, and reported all activities to Restaurant Foreman. Oversaw process payment and responded with courtesy to clients to optimize customer satisfaction.

- Improved math skills while managing overall activities as cashier.

ACTIVITIES & HONORS

Career Action Program, UTSA – College of Business, 2017

Junior Achievement Program, 2017

Honor Roll Student, 2016

LANGUAGES

Chinese (Fluent)

English (Conversational)