



# Quentin Xiong

## Professional Summary

I am a goal-oriented and highly ambitious IT professional willing to go the extra mile to make positive contributions to the team and the business as a whole. I push myself to be a quick learner of new concepts and a reliable resource for clients and teammates alike. I value responsibility, integrity, professionalism, and commitment to providing outstanding service.

## Work History

Cedar Sinai Park - IT Technician  
Portland, Oregon  
12/2018 - Current

- Support System Administrator with daily operational functions.
- Provide Tier I & II support to staff using LanSweeper ticketing system.
- Administer software updates on campus computers and tablets.
- Troubleshoot issues on Win 7, 8, 10 based PCs, various types of printers, and various networking issues.
- Help System Administrator manage users in Active Directory.

Mean Plakat/Self Employed - Owner Manager  
Eugene, Oregon  
10/2016 - 12/2017

- Fulfilled customer purchase orders.
- Coordinated with co-owner to improve operation and reduce costs.
- Managed goods inventory and supplies.

University Of Minnesota - IT Support  
Saint Paul, MN  
11/2015 - 05/2016

- Provide Tier I help desk support to staff across multiple departments and offices using ServiceNow ticketing system.
- Create technical documentation for general IT procedures.
- Help set up and deploy new/recycled computers and laptops.
- Install software updates on computers and laptops.
- Troubleshoot and repair malfunctioning computers and laptops.

Dicks Sporting Goods - Sales Associate  
Wauwatosa, WI  
03/2014 - 09/2014

- Provide assistance and offer product recommendations to customers.
- Coordinate store activities and responsibilities with co-workers.
- Complete weekly tasks and projects in a timely manner.

Center For Academic Excellence - Peer Mentor  
Madison, WI  
05/2012 - 05/2013

- Served as a resource for first generation college students.
- Collaborate with other mentors to plan and implement academic workshops.
- Participate in weekly staff meetings to discuss and critique our programming and strategies.

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## Skills

- Full-stack Web Application Development
- Front-End Development: HTML/CSS/Javascript/Bootstrap
- Back-End Development: Node.js/Express.js/MongoDB/RESTful APIs
- Development Tools: Git/Github/Heroku/Travis CI
- Hardware and software installation
- Customer service
- Teamwork
- Technical Support
- Reporting and documentation
- User Support
- Troubleshooting
- Windows OS/Mobile Devices & Tablets

## Education

2020  
University Of Wisconsin - Milwaukee  
Milwaukee, WI  
Bachelor of Science: Information Science & Technology

- Member of Lawton Scholar's Program
- Member of Chi Sigma Tau Fraternity, Inc.

University Of Minnesota - Twin Cities  
Minneapolis, MN

University Of Wisconsin - Madison  
Madison, WI