Sabrina Lu

(416) 721-2498 ☎
sabrina.lu@uwaterloo.ca ✉

Qualifications

- Proficient in Object-Oriented Java with working knowledge in Python

- Hands on experience with creating GUIs using Java's Swing API

- Working knowledge in SQL, HTML and CSS and academic experience with R

- Familiar with UNIX and DOS environments including Bash Scripting and Git commands

- Experienced with Microsoft Office Suite with specialization in Excel, SharePoint, Teams and OneDrive

- Project Management: Lean Six Sigma, SDLC (agile & Waterfall) through feasible case studies and team projects

- Strong time management, communication and problem-solving skills while working as a technical support analyst

Education

University of Waterloo
Candidate for Bachelor of Applied Science, Honours Management Engineering
Sep 2018 – Present

Relevant Coursework:
- Data Structures and Algorithmns
- Probability and Statistics

Achievements & Interests

- Fluent in Mandarin
- Athlete of the Year (3x)
  Unionville High School (2015-2018)
- Photoshop, Ukulele and Piano
- Volleyball, Basketball and Frisbee

Experience

Technical Support Analyst | Roots Canada
May 2019 – Aug 2019
- Transitioned 300+ computers companywide from Google Suite to Microsoft seamlessly, troubleshooting all arising problems
- Trained coworkers in OneDrive, SharePoint and Teams by developing an extensive workflow for efficient collaboration
- Accurately diagnosed, documented and resolved hardware, software, mobile device and remote user issues to reduce employee downtime
- Performed data aggregation to minimize query time for vice president, increasing V.P. productivity and efficiency
- Configured and installed software on devices for new hires through custom Windows and Mac OS images
- Managed IT inventory through Lansweeper and Asset Manager to track and delegate company assets accordingly
- Comfortable working in a fast paced technology and business environment

Projects

Economic Factor Table Solver - Java Swing
Jan 2019
- Digitalized and automated economic factor tables to efficiently solve calculation problems
- Created a simple and friendly graphical user interface

Product Inventory Management Tool - Java
Mar 2019
- Programmed a text-based system providing optimal inventory management for small scale businesses
- Used object-oriented programming to create multiple classes with both instance and static methods for filtering data effectively
- Constructed assertion tests to verify code consistency and quality
- Made a user-friendly menu to help navigate, extract and retrieve user's desired information

Task Delegation Matching System - Excel, VBA
Sept 2018
- Collaboratively utilized VBA to suggest optimized workflows based on various members' skill ratings
- Implemented tool with functions such as Pivot Tables, VLOOKUP, Macros and Conditional Formatting to assign members' roles and duties