

## Mr. DEDE, B.S, M.S, IT Support

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### About

I am a male American citizen born on January 1, 1995, in New Jersey, USA. I identify as Christian and am of Caucasian ethnicity. I am single and in good health with blood type AB. I stand at 180 cm tall and weigh 75 kg.

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### Profile

Highly skilled Office Administrator with an impressive background specializing in administrative work and office support. Known for utilizing strong communication skills to communicate well with other staff members and employees. Bringing forth the ability to support and stimulate office stability

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### Employment History

- IT SUPPORT, Google (California)** **Jul 2020 - May 2022**
  - Developed a system for remote access and secure remote connections, allowing for remote working capabilities.
  - Provided technical training and onboarding to new staff, resulting in a X% reduction in training time
  - Set up and maintained secure networks, firewalls and antivirus systems, resulting in a X% decrease in security incidents.
- Network Support , Amazon (Indonesia)** **Aug 2022 - Apr 2023**
  - Developed a system for monitoring and managing network traffic, resulting in a X% increase in network performance
  - Documented customer support processes and procedures, resulting in a X% reduction in customer support errors
  - Provided training and product support to customers, resulting in a X% reduction in customer support inquiries
- Technical Support Engineer , Alibaba (WUHAN)** **Jun 2023 - Jun 2024**
  - Provided technical support to customers over the phone and via email, resulting in a X% customer satisfaction rate
  - Troubleshoot technical issues and provided on-site technical support
  - Provided technical support for end-users and resolved escalated technical issues

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### Education

Jun 2014 - May 2018 **Bachelor of Science in Computer Science, Stanford University**  
Stanford, California.

Graduated: May 2018 with final score 3.89 and get title Bachelor  
.Relevant Courses: Data Structures, Algorithms, Operating Systems, Database Systems, Artificial Intelligence. Capstone Project: Developed a machine learning algorithm to predict housing prices using Python

and scikit-learn . Activities: Member of the Computer Science Club,  
Volunteer at local coding bootcamp.

Aug 2018 - May 2020    **Master's of Science in Computer Science, MIT**  
Cambridge.

Graduated: August 2020 with final score 3.76 and get title Master Dissertation:  
"Quantum Computing and Its Applications in Cryptography". Research  
Assistant: Conducted experiments on quantum entanglement and published  
findings in peer-reviewed journals. Teaching Assistant: Assisted in teaching  
undergraduate courses in Quantum Mechanics and Statistical Physics

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## Skills

1. Computer Troubleshooting ( expert ).
2. Computer Networking ( experienced ).
3. Microsoft Office ( experienced ).

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## Hobbies

Robotics : Building and programming robots using kits like LEGO Mindstorms or Arduino.  
Coding and Programming : Learning programming languages like Python, JavaScript, or Scratch.  
Creating small projects such as games or simple applications.

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## Reference

Name	: John Smith	Phone	: (+1) 75753294
Company	: Alibaba	Position	: Software Developer
Relation	: Friend		

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## Language

1. English
  - a. Rating Listening : 8.9
  - b. Rating Writing : 7.5
  - c. Rating Speaking : 9.4
  - d. Rating Reading : 8.6
  - e. Grade Listening : A-
  - f. Grade Reading : A
  - g. Grade Writing : A
  - h. Grade Speaking : A+

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## Link

1. LinkedIn : [www.linkedin.com/johndoe.com](http://www.linkedin.com/johndoe.com)
2. Instagram : [www.instagram.com/@john\\_doe1507.com](http://www.instagram.com/@john_doe1507.com)

