

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | 04.2016-08.2016 WALONG MARKETING INC, JERSEY CITY, NJ

Delivered professional customer service and built customer satisfaction. Process Salesmen order and notify abnormal orders if found. Report abnormal payment, Past due payment to Manager monthly.

- Handled more than \$100,000 cash and checks transactions daily.
 - Able to complete tasks independently after first day training.

ACADEMIC TUTOR | 09.2015-02.2016 KINGSBOROUGH COMMUNITY COLLEGE, BROOKLYN, NY

Provide tutorial service for student who need help in their current courses, enable the student do well in their current courses, and next level courses, such as algebra, calculus and programming language.

IT SUPPORT | 03.2009-07.2010 JINTIAN INTERNATIONAL CLUB, CHINA

Maintaining network and computer software and hardware, report software and server issues to provider. Fix any computer relative problem individually or in team, and assist electrical issue in team.

LANGUAGES







EDUCATION

BS, COMPUTER SCIENCE | 09.2016-06.2018

BROOKLYN COLLEGE - CUNY

• Current GPA: 4.0/4.0

AS, COMPUTER SCIENCE | 03.2014-02.2016

KINGSBOROUGH COMMUNITY COLLEGE - CUNY

- Graduated Winter 2016
- GPA: 3.8/4.0

SKILLS

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PERSONAL QUALITIES

- Quick learner Failed all of the CUNY assessment exams at first, 19 out of 100 in Math, but pass in a month with 96, and receive A or A+ in most of classes.
- •Problem solving skill A safety switch was burnt at midnight. I backup all servers' data and contact electric power company to install a new switch, so we have power back at the next morning.
- •Leadership skill Lead my team to double our company's profit by provding great customer services, gaming competitions, promotion, and new online game release activities.

INTERESTS

- Reading
- •Gaming
- Travling
- •Movies
- •Cookling



