

SHU ANZAI

IT SUPPORT SPECIALIST

OBJECTIVE

Motivated and service-oriented computer support specialist seeking a job to provide professional services and solutions for the advancement and betterment of an organization.

EDUCATION —

Five Towns College, New York
2002-2006
Bachelor of Professional
Studies in Business and Sound
Engineering

KEY SKILLS

15+ Years of Experience in:

- **OS Support:** Linux (CentOS), Mac, and Windows
- **Scripting:** AppleScript, PowerShell, and Shell
- **Enterprise Software Management:** JAMF, JFrog, and SCCM
- **Network Support:** LAN/WLAN, and VPN
- **Hardware Support:** Certified Apple and HP technician
- **Programming:** C# and Swift
- **Communication:** One to one user support in person or remotely
- **Language:** English, Japanese and Tagalog

EXPERIENCE

2023-2024

Freelance

- Develop iOS 17.0 application for Japanese language lessons using SwiftUI
- Translate technical documents from English to Japanese

2015-2023

Field Staff

Watchtower

- Install, configure, and provide support for hardware and software
- Configure diverse operating systems including Apple OSX, Linux and Windows to work with variety of network services including associated active domains, file servers, email servers, and application servers
- Configure and implement application and OS policies on enterprise platforms such as JAMF, JFrog, and SCCM
- Assess user requirements to determine necessary equipment specification
- Identify scalable solutions and create policy recommendations for organizational group policy and security policy
- Manage wired/wireless local area network (LAN/WLAN) devices by configuration management, performance monitoring, security policies implementation, VPN support, and perform preventative maintenance

2013-2015

.NET Programmer

J-TECH Creations, Inc

- Develop internal and external MVC .NET website for large corporation
- Develop websites with Microsoft SQL, .NET, and C#
- Develop the front-end of websites with CSS and HTML

REFERENCES

References available upon request.