Shawn Zhang

ACTIVE SECRET CLEARANCE | (917)660-2493 | shawn.zhang5@outlook.com | linkedin.com/in/shawn-zhang5

U.S. Army veteran with 5+ years of Information Technology customer support experience. Managed brigade (size of 3,500+ people) assets such as computers, radios and encryption devices. Proficient in assisting customers in a friendly and professional manner by providing Information Technology solutions. Pursuing a challenging career in software development.

SKILLS

- C# / ASP.NET (Framework and Core)
- SQL database and MySQL database
- Linux Bash Shell Scripting
- HTML / CSS / JavaScript
- Microsoft Azure Cloud Service
- Customer Service Oriented

EXPERIENCE

Microsoft Software and System Academy Trainee at Colorado Springs, CO   **Aug 2020 – Present**
- Project Repository: https://shawnzhang5.github.io/demo/
- Fullstack .NET MVC web application development with knowledge of front-end UI, back-end API, SQL database and Azure cloud infrastructure in an agile team environment.
- Apply OOP and JSON object string design methodology in order to render REST API.

Signal Support Systems Specialist / 25U for United States Army   **Aug 2016 – Aug 2020**

Signal soldier working at brigade level, provided mission critical user account and computer services to a 3,500 people organization.
- Assisted over 20 customers daily with helpdesk administration tasks while utilizing Microsoft Windows Server 2016 (Active Directory).
- Provided timely computer support to a 3,500+ people organization by means of re-imaging workstations and software installation.
- Resolved network issues and created Ethernet cables in a timely manner which minimizes serviceability interruptions.
- Performed hardware installations, configurations, and upgrade for network equipment, computers, printers and IP phones.

System and Database Administrator for Asiainfo   **Nov 2014 – Feb 2016**

Provided browser-based operations support system and business support system (OSS/BSS) software solutions to Denmark Project Telenor and India Project Reliance as a contractor.
- Deployed and migrated system environment updates while utilizing expertise in Red Hat Enterprise Linux (RHEL) and shell scripts in a way that minimized interruptions in customers' ability to carry out critical business activities.
- Prepared automation scripts in order to ease the deployment tasks.
- Maintained MySQL and Oracle 11g databases with backup and audit mechanism that ensures data availability.
- Deployed web application packages with web server middleware such as Apache Tomcat, Jboss, Weblogic.

Electronics Repair Technician for Pegatron at Jeffersonville, KY   **Feb 2013 – Jun 2014**
- Specialized in ASUS motherboard repair with direct impact on benefiting the company in lower second-time return rate.
- Efficiently repaired motherboards at 20% above daily target rate of the refurbish plant.
- Diagnosed defective electronic parts on the circuit board and provided solutions by the means of hand soldering replacement chips and capacitors.

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Electrical Engineering
The City College of New York

Microsoft Technology Associate (MTA): Software Development Fundamentals
Microsoft Technology Associate (MTA): Azure Fundamentals
Cisco Certified Network Associate Routing and Switching (CCNA)