

# Shawn Zhang

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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

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- C# / ASP.NET
- HTML / CSS / JavaScript
- Linux Bash Shell Scripting
- Windows Server 2016 / 2012 / Active Directory

## EXPERIENCE

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### Microsoft Software and System Academy Trainee at Colorado Springs, CO

Aug 2020 – Present

Develop ASP.NET MVC web applications while integrating knowledge of HTML/CSS , SQL database, Unity Engine and C# OOP.

Project Repository <https://shawnzhang5.github.io/demo/>

### 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

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Microsoft Technology Associate: Software Development Fundamentals

Cisco Certified Network Associate Routing and Switching (CCNA)

### Bachelor's Degree in Electrical Engineering

The City College of New York