

**Stephen Han**

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**SUMMARY OF SKILLS**

- Knowledge of programming in HTML, JavaScript, CSS AJAX, SQL, C#, and PHP
- Knowledge of Linux, ARM, MacOS and Windows development software
- Experience with common electronic communication standards (USB, I2C, SPI, UART, RS-232)
- Experience in Advanced Excel features like VBA (Macros) and Pivot Tables
- Understanding of LAN and WAN management and maintenance protocols
- Experience with Altium, MultiSim Solidworks, Autocad, Keil Software Package and Microsoft Office

**EDUCATION**

**Electronic Systems Engineering (COOP)**, Expected date of graduation: 2021  
Conestoga College Institute of Technology and Advanced Learning, Cambridge, ON

- Accredited by the Canadian Engineering Accreditation Board (CEAB)
- Courses include Data Structures & Algorithms, Embedded Systems Software Programming, Embedded Systems Hardware, Technical Writing, Project Management, Digital Systems, Wireless Communications and Networks and Computer Architecture

**TECHNICAL PROJECTS & OTHER EDUCATION**

**Cisco Networking Basics Specialization**, 2018 – present  
CISCO, Coursera ‘Specialization’

- Five courses designed for those who want to understand the basics of how data is sent and received in a network and how small computer networks are created

**Internet History, Technology, and Security**, 2018 – present  
University of Michigan, Coursera ‘Specialization’

- Course designed to study the impact of technology and networks on our lives, culture, and society

**CAD for Design & Manufacturing**, 2014  
Conestoga College Institute of Technology and Advanced Learning, Cambridge, ON

- Courses designed to become proficient with Solidworks, Autocad and understanding engineering drawings

## **EMPLOYMENT HISTORY**

### **Process Engineering Support Specialist, Teledyne Dalsa, Waterloo ON | Sept – Dec 2019**

- Developed a web application that implemented statistical process control techniques and process capability indices to monitor the manufacturing processes
- Collected data to identify root cause of problems. Validated the data to identify losses and yield to calculate efficiency.
- Successfully implemented project management skills to achieve project milestones

### **Engineering Intern (Co-op), Tigercat Industries, Paris ON | Jan – April 2019**

- Developed a simple and efficient template for users to enter data into avoiding the need to enter data into numerous sheets using Microsoft Excel/VBA.
- Reviewed SolidWorks parts and drawings to maintain accuracy, cost and revenue objectives
- Investigated ways to maintain or improve production throughput on the production floor

### **I.T Technician, Orion Electronics, Kitchener ON | April 2018 – April 2019**

- Prioritized technical support requests and provided troubleshooting and issue resolution services to customers, via phone, email and in-person
- Required knowledge of various cable including twisted pair cable, coax, RG59 and RG6
- Diagnosed and repaired hardware malfunctions and performed the maintenance of computers

### **I.T Repair Technician, Reality Bytes Inc, Elmira ON | May 2018 – Aug 2018**

- Created and maintained documentation for software installation, configuration and support procedures
- Sorted and graded devices based on Equipment Grading Classifications and Descriptions training
- Monitored the performance of equipment and made necessary adjustments to assure quality performance

### **System Administrator, AMHTech, Waterloo ON | May– Dec 2017**

- Implemented osTicket to track repairs, track purchase orders and more
- Documented and filed all activities and case updates in a timely and detailed manner
- Implemented a virtual machine server for use as a file/print server and domain controller

**Machine Operator/Assembler**, Ultra Manufacturing Ltd, Waterloo ON | May – Aug 2017

- Learned to safely operate a wide range of machinery
- Always followed company rules, safety guidelines, and company procedures
- Learned to use Plex ERP Software for Manufacturing

**Tier 2 Network Support Technician**, Megawire Inc., Breslau ON | April – Aug 2016

- Handled technical and/or mission-critical calls daily and consistently met high service standards
- Provided network and desktop support for 150+ customers across the tri-cities and other remote locations

**Business Sales & Support**, ComputerXS, Waterloo ON | Aug 2015 – Aug 2016

- Quickly resolved complex issues including system crashes, network slowdowns and connectivity problems
- Coordinated daily with Lenovo Canada to quickly close out-standing warranty tickets and achieved exemplary customer satisfaction (outperforming average of 90%)

**Volunteer Experience**

Volunteer I.T Assistant	BestekPC Solutions	2009 – Present
Volunteer	St. Vincent de Paul	2008 – Present
Volunteer	KW Humane Society	2016 - 2019
Volunteer I.T Assistant	CKW-YMCA	2008 - 2016