Shiu Wong

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Objective: Motivated IT student seeking a part-time tech support role to leverage technical skills and gain hands-on experience in IT support and system administration.

Education

New York City College of Technology, CUNY   Brooklyn, NY
Bachelors of Technology in Computer Information System   Expected, June 2027
Major: Computer Systems

Kingsborough Community College   Brooklyn, NY
Associates of Liberal Arts Degree   June 2018

Google IT Support Professional Certificate   Received, May 2024
- Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

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Work Experience

Medical Assistance, Rendr   Brooklyn, NY
- Verify and update patient information in records, ensuring data accuracy.   May 2024 - May2025
- Check and prepare lab or imaging reports, managing related data.
- Schedule and coordinate appointments using practice management software.
- Handle sensitive and confidential patient data in compliance with privacy regulations
- Scheduling, screening, and confirming new appointments both in person and over the phone as needed

Front Office Associate, New Beginnings Perinatal Center   Brooklyn, NY
- Maintains an up-to-date and accurate database   June 2023 - May 2024
- Assist patients and visitors with questions as needed
- Prioritize customer satisfaction, address conflicts and solve problems promptly
- Maintains the confidentiality of patient's personal information and medical record
- Reviews patients' personal and appointment information for completeness and accuracy.

Relevant Courseworks
- Operating System Fundamentals
- Introduction to Information Technology
- Computer Systems Management and Support
- Understanding and comprehension of Windows and Mac operating systems
- Understanding about file systems, process management, and system performance monitoring

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Skills
- Exceptional organizational and detail-oriented capabilities
- Strong analytical and problem-solving skills
- Familiarity with IT systems and software