

JOHN JIUQIANG XU

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TECHNICAL SUPPORT SPECIALIST | ANDROID DEVELOPER

Dedicated technical support professional that provided technical support in a 3000+ user environment for 4 years. Skilled problem-solver able to communicate with users at all levels of technical proficiency. Able to troubleshoot, resolve and document user help requests for desktops, laptops, tablets, and network issues.

Expertise:

— Technical Troubleshooting	— Remote Desktop Assistance
— Customer Service Oriented	— Backup & Recovery Solutions
— Interpersonal and Communication	— Network Troubleshooting

TECHNICAL SUMMARY

Certifications: CCNA Routing and Switching
Platforms: Windows XP/7/8/10, Linux, Mac OS X, Android
Hardware: Desktops, Laptops, Macs, Tablets, Projectors, Televisions, Speakers and Amplifiers
Applications: Microsoft Office, TeamViewer, LogMeIn, Windows Remote Desktop, VMware, Acronis
Languages: Proficient in English and Mandarin.

PROFESSIONAL EXPERIENCE

PCM Technologies, Concord, ON, Canada ■ **Support Technician**, 6/2011 to 6/2015

Maintained and supported computer systems running client based software for music. Responded to user service requests using CRM and ERP software to track and resolve issues.

- Worked with a team of 10 technicians around the clock to resolve technical support issues on a proprietary music playing software in a Windows environment.
- Daily use of CRM software to initiate and close tickets, along with ERP when replacements and financial situations of clients arises.
- Built, installed and tested Dell based systems as new units to be sent to clients.
- Traveled to local destinations around the GTA for service call requests to resolve issues as needed

Tri-Micro Biotech, Beijing, China ■ **Andriod App Developer**, 6/2015 to 6/2017

Developed an in house speacialized Android App for use in this startup in China. Using smart phone cameras to discriminate between colors to detect varying degrees of positive samples in test strip membranes.

- Designed and performed regular updates to various templates during test strip designs
- Integrated QR code scanning and database input and retrieval of individual subjects for historical comparasion
- Passed on project to current owner of the startup to ensure a smooth transition

EDUCATION & TRAINING

Completing Degree at University of Toronto ■ **Bachelor of Science**