

Tonny Chen

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SUMMARY

Aspiring Management of Technology professional with a strong background in Mechanical Engineering. Multilingual with experience in consumer electronics and IT services. Skilled in business analytics, programming, and customer service, with a focus on innovation and technology management.

EDUCATION

- **TU Delft** Delft, Netherlands
Master of Science (MSc) in Management of Technology Sep. 2024 – Aug. 2026 (Expected)
- **Delft University of Technology** Delft, Netherlands
Bachelor of Science (BSc) in Mechanical Engineering Sep. 2020 – Sep. 2023
- **DTU - Technical University of Denmark** Copenhagen, Denmark
Exchange Minor in Mechanical Engineering Aug. 2022 – Dec. 2022

EXPERIENCE

- **Apple** Den Haag, Netherlands
Specialist May 2024 – Present
 - **Customer Service:** Provide expert customer support and product knowledge for Apple's consumer electronics
 - **Sales:** Assist customers in selecting Apple products that best meet their needs
 - **Technical Support:** Troubleshoot and resolve technical issues for customers
- **TOPdesk** Delft, Netherlands
Summer Internship Sales & Marketing Jul. 2023 – Aug. 2023
 - **Market Research:** Conducted market analysis for IT service management solutions
 - **Sales Support:** Assisted in lead generation and customer outreach activities
 - **Marketing Campaigns:** Contributed to the development of marketing materials and campaigns

SKILLS

- **Programming:** Python, C++
- **Skills:** Business Analytics, Cold Calling, Presentation Skills, SolidWorks
- **Languages:** English (Native), Dutch (Native), Cantonese (Limited), Mandarin (Limited)
- **Soft Skills:** Leadership, Teamwork

CERTIFICATIONS

- **Chinese for HSK 3 PART I:** Peking University, June 2024
- **C2 Advanced - Score 189:** Cambridge University Press & Assessment English, June 2019