

TZU WEE

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RELEVANT SKILLS

- Technical: PC/Mac/iOS Troubleshooting · Smartphones & Tablets · Windows/Linux/macOS
 - Tools: Microsoft Office Suite · Google Workspace · Typing 30+ WPM · Remote Work Systems
 - Strengths: Customer Service · Communication · Problem-Solving · Adaptability · Detail-Oriented
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EDUCATION

Diploma in Computer Studies

Langara College | Completed 2022

- Understanding of PC/network support functions.
 - Trained in the implementation, testing, and maintenance of business information systems.
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RELEVANT EXPERIENCE

ECO Paving

Customer Service Representative / Heavy Machine Operator

Jan 2024 - Sep 2025

- Delivered customer-facing service, addressing inquiries and ensuring satisfaction during projects.
- Maintained accurate logs of material usage, safety checks, and machine performance.
- Ensured compliance with safety and quality standards in fast-paced environments.
- Collaborated with teams to meet tight deadlines and project requirements.
- Strengthened communication and organizational skills through daily client interactions.

London Drugs

Sales Associate / Tech Support / Customer Service

Jan 2018 - Aug 2019

- Assisted customers with electronics and technology product inquiries.
- Provided first-level troubleshooting for devices such as smartphones, tablets, and computers.
- Supported sales by recommending suitable tech products and solutions based on customer needs.
- Processed transactions, returns, and exchanges while maintaining high customer satisfaction.
- Delivered clear explanations of technical features to non-technical customers.

Vision Electronics

Sales Associate / Tech Support

Aug 2016 - Sep 2017

- Served as first-level support for technical issues and customer inquiries.
 - Troubleshoot and resolved hardware/software problems on PCs, laptops, and Windows systems.
 - Assisted with installation and configuration of operating systems and applications.
 - Escalated complex cases to senior technicians while ensuring timely resolution.
 - Improved customer satisfaction by explaining solutions in simple, clear terms.
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VOLUNTEER EXPERIENCE

Alpha Aviation

Boundary Bay Airshow Teardown Crew

- Assisted in teardown of tents and cleanup of airshow site
- Conducted Foreign Object Debris (FOD) walks on terminals and runways