

# WEI HAN CHEN

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## EXPERIENCE

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### INVENTEC

Santa Clara, CA

#### *Technical Support Engineer / Software Engineer*

Jan 2019 – Present

- Working on networking, security, applications, VOIP, and network printers, including installations, configurations, troubleshooting and maintenance of software and hardware.
- Improving VPN connection uptime from 3 days to 30+ days by examining and modifying Cisco ASA router VPN logs and configuration.
- Operating with engineers and developers to perform product demonstrations.
- Creating Linux system automation with Bash scripts and Crontab.
- Deploying and maintaining internal lab and testing environments with ESXi.

### TBNG CONSULTING

Milford, CT

#### *Network Technician Intern*

Jan 2018 – May 2018

- Performed diagnostic to repair client equipment.
- Monitored and managed Autotask ticketing queues and resolved client issues.
- Utilized CentOS to build web application prototype to manage employees' assets (SnipeIT).
- Researched complex issues and coordinate with technical resources to authorize repairs.
- Managed Apple devices and PC with Jamf, Apple School Manager, Active Directory, and SCCM.

### PCW COMPUTER

Orange, CT

#### *Hardware / Software Technician*

Sep 2014 – Jan 2019

- Troubleshooted, diagnosed, repaired, and tested computer and video game console problems.
- Checked regularly system software and data integrity to keep the system up-to-date and well secured.
- Maintained comprehensive knowledge of hardware, software, trends, and new release.
- Reimaged / recovered hard drives (DDRescue, NortonGhost12, and Macrium Reflect).
- Handled incoming calls and inquiries from prospective clients with high level of professionalism.

## EDUCATION

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### SOUTHERN CONNECTICUT STATE UNIVERSITY

New Haven, CT

*Bachelor of Science, Physics, Minor in Computer Science*

May 2018

## LANGUAGES AND TECHNOLOGIES

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- **Languages:** Java, HTML/CSS, Python
- **Technologies:** Bootstrap
- **Volunteer:** Community Service (New Haven, CT); Relay for Life (Orange, CT)
- **Interests:** Basketball, Workout