

William Chu

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EDUCATION

Epicodus
Web and Mobile Development
User Interfaces & React

University of Michigan, Ross School of Business
Bachelor of Business Administration
Minor in Asian Languages & Cultures

WORK EXPERIENCE

Perkins & Co
IT Specialist
AUG 2014 - MAR 2018

- Planned, documented and collaboratively executed updates for key applications used throughout the firm to maintain compliance with vendor support requirements while minimizing impact to client services
- Selected and configured Freshservice ITSM solution to manage IT department requests enabling team to track incidents, automate workflow, maintain solutions database, measure service levels and resolve issues more efficiently
- Delivered new hire training to create a positive first impression of IT team and serve as a liaison to other departments, trained 3 IT specialists and wrote schedules for busy season coverage

Salesforce
Service Desk Analyst
JUL 2013 - AUG 2014

- Handled inbound service calls while tracking and processing requests through electronic ticketing system. Generated high level of customer satisfaction through positive client interactions, proper escalation and efficient backlog management
- Trained new team members while maintaining individual adherence to department performance benchmarks measured in weekly case closures and CSAT scores

Magenic
IT Support Technician
JAN 2011 - JUN 2013

- Served as primary frontline support to 450+ software development firm staff providing users with prompt solutions to technical issues
- Partnered with sysadmin to migrate from legacy Cisco phone system to Microsoft Lync while addressing employee concerns to expedite adoption of new technology
- Simplified IT Sharepoint site, wrote knowledge resources and redesigned department's FAQ documentation to improve accessibility for self-service

TOOLS & LANGUAGES

Git / Command Line
HTML 5 / CSS 3
JavaScript (ES6)
jQuery
SCSS / Sass
Angular
Firebase

Webpack / Babel
Jasmine / Karma
Sketch
Responsive Design

- Bootstrap
- CSS Grid
- Flexbox

VOLUNTEERING

Prism Health
Advisory Board Member
AUG 2017 - Present

Londer Learning Center
Math Tutor
OCT 2013 - JUL 2016