

Shuxuan Wu

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HIGHLIGHT

Software Development | BI tools | Agile methodology | Customer Services

- Currently a software technology student (GPA: A) specializing in health informatics technology; Holds a Bachelor of Engineering degree
- Knowledgeable in web application development, user interface design, database management, data security, software development life cycle (SDLC) and Agile methodology practices
- Proficient in Microsoft Office suite including Word, Excel and PowerPoint
- Experience with the use of healthcare BI tools (such as SAS) for the analysis and manipulation of data
- Familiar with medical classification systems and information exchange standards between common medical applications such as HL7, LOINC
- 5+ years of customer service experience, two years operational management experience in a technology company focusing on SaaS platform developing
- A skilled collaborator who effectively works with diverse clients and colleagues
- Adapted to the fast-paced and multi-tasking environment, with experience working individually and under pressure
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills
- Self-driven and excel at organizing and completing work in accordance with a work plan

TECHNICAL SKILLS

Programming: C#, SQL/PL, HTML/XML, JavaScript, Java, Python, Node.js, MongoDB
Tools: MS Office Suite, SAS, Jira, GitHub
Operating Systems: Windows, Oracle, Linux, Unix, .NET

EDUCATION

Software Engineering Technology - Health Informatics (Co-op) Advanced Diploma

Centennial College, Toronto, ON

Sept. 2021 - Present

- Current GPA: 4.33/4.5 (A)
- *Relevant Courses:*

C# Programming	Database Design and Modeling
Software Engineering Requirements	Web Design and Development
Tools, Algorithms & Method - HCIS	Unix/Linux Operating Systems

Bachelor of Engineering – Petroleum Engineering

Chengdu University of Technology, China, Sichuan

Sept. 2011 - July 2015

- Honors: Outstanding Student (Academics) & Outstanding Student (Leadership)

WORK EXPERIENCE

Operational Support Manager

ZhixunCheLian Technology Co., China, Sichuan

July 2018 - Feb.2020

- Used Microsoft Excel (used functions: Lookup, Index, etc.) and insurance management software to perform monthly reconciliation with business departments
- Worked as a liaison between different stakeholders (insurance agents, insurance brokers and insurers) and technical staff
- Collected user requirements and solicited feedback for Book Keeping System / Smart Insurance App/ Mobile Smart Claims, worked with IT groups to develop and improve the SaaS cloud platform.

Call Center Agent

JinTai Property Insurance Company, China, Sichuan

July 2015 - July 2018

- Honors: **Employee of the Month Award** for excellent performance and customer service skills
- Respond to customer's calls about various kinds of property insurance; effectively understand and respond to customer's questions and provide resolution to issues and product information
- Recorded accurate and detailed notes of customer needs while answering the phone and ensured proper documentation can be provided for any possible further follow-up

ACADEMIC PROJECTS

Software Requirements Specification

- Collaborated for the planning SRS document for a Patient Self Check-in Application that aims at changing reduce wait time, increase productivity at the clinic and reduce new cases caused by queuing
- Used Agile methodology within the team
- Used Visio to build multiple analysis models in UML standards which include scenario-based, class-based and behavioral-based models
- Used JIRA to manage and track project processes

Windows Forms Application - BMI Calculator

- Developed a WPF form by C# that allows users to enter weight and height in imperial or metric units and calculate their BMI
- Read data from XML file
- Designed a concise, clean and beautiful GUI by using multiple UI controls

Web application - Weather Forecast

- Implemented a web app to display the weather forecast using Ajax with JavaScript
- Invoked API according to user's input or geographic coordinates

Express Portfolio Website

- Developed a 5-pages Personal Portfolio Website by Express and NodeJS which is hosted live on Heroku
- Deployed portfolio site on the cloud server (GitHub)
- Implemented a secure area includes 3 views to make sure only authenticated users can access and change the contact information in the database