

# Jonathan Wu

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## Experience

### U-Help Foundation

Summer 2017

#### Web Designer and Developer

- Designed and developed the organization's website. Consulted with client to understand their goals and requirements.
- Prototyped and illustrated various wire frames, graphics, and functionality to meet the clients' expectations.
- Developed Custom WordPress theme to fulfill client's desired design using HTML, CSS, jQuery, and PHP.
- Provided user training to ensure the client can be self-sufficient to administer and update the website.
- Conducted unit/functionality testing on all aspects for the user interface and experience.

### Ontario Teachers' Pension Plan

Summer 2015 & Summer 2016

#### Information Technical Analyst

- Independently designed, programmed, and implemented a scheduler application that streamlined and automated the workload timetable process and generated a time savings of one hour per week per team coordinator.
- Constructed printer linking software using Java which allowing for client-side printer installation, reducing incoming printer installation service requests significantly.
- Created VBA Excel Macros for HR department, streamlining hiring process and increasing productivity.
- Served as frontline technical support for Investment personnel, traders, executives, and corporate staff.
- Ensured responses to clients' service requests (SRs) were handled quickly and professionally. Follow-up was performed to confirm problems were appropriately addressed.
- Ensured problems and processes were appropriately documented. Recorded problems, solutions, FAQs, and tips & tricks into the knowledge base and support sharing of known issues with teammates and clients.
- Able to multi-task service requests, projects, and training in a dynamic, fast-paced, multi-tier IT environment.

## Education

### Bachelors of Science, Honours Computer Science

August 2018

Minor, Economics

Wilfrid Laurier University

#### Notable Classes Taken

BU111 – Understanding the Business Environment, BU121 – Functional Areas of the Organization, CP213 – Object-Oriented Programming, CP317 – Software Engineering, CP363 – Databases, CP372 – Computer Networks, CP386 – Operating Systems, CP469 – iPhone Application Programming, CP460 – Applied Cryptography

## Skills And Interests

#### Technical Skills

##### Extensive experience in :

Java, Python, C#, C, SQL, Swift, JavaScript, JQuery, HTML, CSS, Ruby on Rails, Angular, Bootstrap, VB, VBA, PHP

##### Tools and Software :

Adobe Photoshop & Illustrator, Sketchup, Eclipse, XCode, Git, CAD Software, Brackets, Slack, EAGLE, VirtualBox, VMware, Office365, Lync/Skype, ServiceNow

##### Operating Systems :

Windows XP, 7, 10, Ubuntu, MacOS, iOS, Android, Windows Server 2008

#### Interests

##### Hobbies:

Designed, built, and programmed a mechanical keyboard, hand-wired an electric skateboard, built a 3D printer, worked as a custom computer system consultant

##### Awards :

- 1<sup>st</sup> place at Hack the Night Away in Waterloo for the project 'Robocop' – a license plate recognition software
- 2<sup>nd</sup> place at Hack the 6ix for Aura – iPhone app & IOT device and is an inexpensive version of Beam
- Top 10 in WeathSimple Hackathon – Machine learning spending's roundoff system
- Duke of Edinburgh Silver award recipient
- Certified National Lifeguard