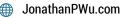
# Jonathan Wu

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416-888-5198





# **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.
- 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

- 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.
- Monitored, tracked, logged, triaged, and responded to client service requests.
- Troubleshooted problems relating to various mobile devices phones, tablets, and laptops; workstations and peripherals; setup on various operating systems - Windows, MacOS, iOS, and Android OS.
- 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.
- Engaged in a company-wide initiative to deploy Microsoft Surface Pro laptops to executives and senior management.
- Responsible for unpacking, tagging, imaging, testing, and deploying laptops within a beta program. Participated in team scrum sessions and brainstormed solutions to resolve rollout issues and problems.
- Participated in the delivery of user tutorial material and one-on-one training sessions.
- Designed, programmed, and implemented a scheduler application that streamlined and automated the setup process and generated time savings of one hour per week per team coordinator.

## **Education**

# Bachelors of Science, Honours Computer Science

**April 2018** 

Minor, Economics (Expected August 2018)

Wilfrid Laurier University

## Notable Classes Taken

BU111 - Understanding the Business Environment, BU121 - Functional Areas of the Organization, CP317 - Software Development,

CP363 - Databases, 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, Assembly, 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, Blackberry

#### Interests

### Vast Technological Knowledge:

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

#### Awards:

1st place at Hack the Night Away in Waterloo for the project 'Robocop' – a license plate recognition software Top 10 in WeathSimple Hackathon – Machine learning spending's roundoff system Duke of Edinburgh Silver award recipient

National Lifequard