Jonathan Wu

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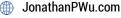
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Experience

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

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 Lifeguard