

Jonathan Wu

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Career Interests

Seeking an opportunity to make an impact with technology. Enjoy interacting with clients and working in teams to solve problems and tackle new challenges. Passion for learning and developing new skills. Continuous desire to stay up-to-date on new technologies and innovations.

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.

Onex Corporation

Summer 2014

Finance Assistant

- Assisted in the preparation of regulatory tax reports/filings.
- Provided administrative and technical support to finance staff.
- Completed assigned tasks ahead of timeline.
- Worked with IT team to remotely deploy software updates to staff workstations.

City of Toronto, Parks and Recreation

Summer 2014

Swim Instructor / Lifeguard

- Educated patrons on proper technique, with easy to understand lessons.
- Monitored and managed numerous patrons for a safe and enjoyable stay.

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, **CP363** – Databases, **CP469** – iPhone Application Programming, **CP460** – Applied Cryptography

Skills And Interests

Technical Skills

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

Extensive experience in :

Java, Python, C#, C, SQL, Swift, JavaScript, HTML, CSS, VB, VBA, PHP, Assembly

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

Duke of Edinburgh Silver award recipient

National Lifeguard