Jonathan Wu

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[wuwica](https://github.com/wuwica)

**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