

# ZHAOYU QIAO

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## PROFESSIONAL SUMMARY

Professional, detail-oriented Solutions Architect motivated to drive projects, solve problems as part of a dynamic team.

## WORK HISTORY

SiteSpect, Inc. - Solution Architect  
Boston, MA • 02/2016 - Current

- Worked with customers or prospective and their vendors, to develop integrated solutions and lead detailed architectural dialogues to facilitate delivery of comprehensive solution.
- Managed implementation project scope, schedule, status and documentation. Execute configuration internally and support the external teams on integration. Shorten the implementation life cycle from 60 days maximum to 15 business days on average.
- Provided continued maintenance and development of solutions to ensure integrity of the configuration and accomplish client needs.
- Conducted technical workshops and education sessions for customers, vendors and internal teams.
- Troubleshoot complicated data networking issues, analyze system logs, provide solutions in a timely manner.
- Communicate to 5 or more clients daily on average, addressing customer inquiries, solving problems and providing new product information.
- Created strong relationships with key decision makers at the customer side as trusted consultant.
- Helped drive sales goals and achieve quarterly quotas.

SiteSpect Inc. - Junior Solutions Architect  
Boston, Massachusetts • 02/2015 - 02/2016

Tasks are similar to a Solutions Architect but of less complexity.

## ACADEMIC PROJECTS

- Database for Mountain View Hospital Nov 2013 Designed and implemented a relational database for a hospital, inserted and retrieved useful data according to the needs from multiple departments and according to different scenarios.
- Multi-location Corporation Network Nov 2012 Designed and configured a basic network that includes routers, switches, servers

## SKILLS

- Tool: Logicmonitor, Kibana, Fiddler, Packet Tracer, Wireshark, Linux Command Line, Dyn,VMware, IPTables, Open-SSL,Oracle SQL Plus, Salesforce, Gliffy, Smartsheet
- Vendor: Akamai, Cloudflare, Fastly, Logz.io, Yottaa, DigiCert
- Customer service
- Project management
- Troubleshooting
- Testing plans
- Customer requirement prioritization
- Verbal and oral communications
- Online conferencing
- Remote access technology

## EDUCATION

Northeastern University  
Boston, MA • May 2014

Master of Science: Telecommunication Systems Management  
GPA: 3.625/4  
Coursework in Data Networking, Telecom Architecture and System, Data Management and Database Design

Heilongjiang University  
Harbin • June 2012

Bachelor of Engineering: Electronic and Information Engineering

and workstations for a multi- located-office corporation using Cisco Packet Tracer.

- Firewall Implementation Nov 2012 Installed and Configured both ufw and IPTables to set up filtering rules corresponding to IP addresses and different protocols on Ubuntu 10.4 LTS system on VMware. Presented the technologies and functions to the class.

## | LANGUAGES

Mandarin (Native Speaker), English (Fluent in both verbal and oral)