

Professional Summary

Game developer focused on game mechanics and engine. Offer strong creativity and vision. Desire to gain an entry-level position with room for growth and advancement.

Skills

- Troubleshooting
- User support and help desk
- Installing hardware and software
- System backup and upgrade
- Email management software
- Telecom and VOIP PBX
- Network upgrade
- Remote access technology
- CISCO router management
- Computer programming
- JavaScript, PHP, Lua, C/C++

Work History

System Administrator

04/2007 to 08/2015

Mission Neighborhood Health Center -- San Francisco, CA

- Resolved issues and escalated problems with knowledgeable support and quality service.
- Worked with users to determine areas in need of improvement.
- Planned and implemented upgrades to system hardware and software.
- Configured, tested and maintained network equipment.
- Managed firewall, network monitoring and server monitoring both on- and off-site.
- Installed, upgraded, and supported over 200 computers and phones across 5 sites across the city.
- Ensured network, system, and data availability, integrity, and performance between sites and partnered affiliates.
- Installed and managed telecom and VOIP PBX systems that connected 250 users at 5 locations spanning the city.

Education

Associate of Science: Computer Hardware and Networking

2006

Heald College -- San Francisco, CA

Languages

English, Chinese/Cantonese