**SUMMARY OF QUALIFICATIONS**

Highly motivated and hardworking Information Technology professional with over twenty years of experience in software, project management and web development. Possesses strong technical, analytical and time management skills, and developed critical thinking, communication and planning abilities. Demonstrates keen attention to detail and consistently completes quality projects according to standards and specifications. Adept at project management, eCommerce and Digital Marketing, and problem solving, as well as leadership and teamwork abilities. Determined to bring quality service and positive outcomes to an organisation that welcomes expertise and technical skills.

**Core Competencies/Areas of Expertise**

Network Engineering • Microsoft Office • eCommerce & Digital Marketing Management

eCommerce Feature Development • SEM Trend Knowledge • SEO Key Optimization • Website Optimization

Problem Solving • Leadership and Mentoring • Teamwork • Time Management • Quick Learner • Oral and Written Communication

***Technical Expertise:***

***Software and Operating Systems*** *– MS Windows, MS Office365, Adobe Photoshop, Mobile Systems (IOS, Android), Linux;*

***SaaS & IaaS*** *– Google Cloud, AWS, Azure, GitHub, Mail-server, Shopify, WordPress, WooCommerce, Zendesk and other ticketing systems, Project Management Software (Redmine), Office Automation;*

***Hardware*** *– Windows PC, Mac PC, Laptop and other devices;*

***Network*** *– LAN, WAN, WIFI, Router, Extender, Mesh.*

**SKILLS PROFILE**

**In-depth knowledge and significant experience in SharePoint development; strong technical skills**

* Over twenty years of experience in Information Technology, specialising in Network Engineering, MS Office and eCommerce, and Digital Marketing Management.
* Highly capable of developing various websites using knowledge and understanding of information technology to improve processes.
* Addressed issues at both front-end and back-end of the application due to experience as an administrator and developer.

**Critical thinking skills; outstanding communication and time management**

* Ensures the job can be completed on, or before, schedule, to allow for any revisions and change requirements.
* Active listener, highly capable of delivering accurate and timely responses to queries.
* Develops professional relationships with clients and end users to make certain that requirements and specifications are understood and incorporated into the website.

**Excellent leadership, teamwork, and organisational skills**

* Able to work well individually but recognises the significance of team unity, joint effort and collaboration; capable of developing talents in each team member to guide them in performing beyond expectations.
* Technical professional, experienced in using diverse technologies; looking to start in senior technical and leadership roles.

**Continuous improvement; strong work ethic**

* Committed to continuous improvement and able to multitask in order to learn and improve skills.
* Fast learner, honest, dependable, trustworthy and highly committed to professional standards.
* Proactively stays up to date on the latest information and communication technology trends.
* Completes tasks before deadlines, and has received appreciation for prompt action when addressing all issues in order to provide faster resolutions.

**PROFESSIONAL EXPERIENCE**

OASIS TECH LTD., Auckland, New Zealand • August 2021 to March 2023

**IT Support Engineer**

* Problem-solving and troubleshooting for the company's internal and external networks, hardware and software, Microsoft devices and Apple Devices, other peripherals, IT products purchase analysis.
* Management for Google Cloud Services, Google Workspace, G Suite, and Google Cloud Platform. Including GCP product analysis and subscription, communication with GCP sales, and configuring for multiple tasks such as instance, cloud database, cloud storage, managing accounts, and assigning permissions.
* Management for other platforms, including PM, Redmine, GitHub, Cloudflare, CMS, WordPress, Zendesk and Exchange Mail Server etc.
* Provide training to teams on implementing new cloud technologies and initiatives.

CITY INFOMATION INDUSTRY MANAGEMENT DEPARTMENT, Liaoning, China • August 2012 to September 2018

**Information System Project Management Engineer**

* Provide superior training and leadership to teams to improve performance and help team members meet performance targets on a CRM project.
* Oversee the installation of software and hardware systems to meet CRM system requirements.
* Conduct regular inspections and perform basic repairs on servers to ensure optimal operation.

**Key Projects:**

* Designed and deployed an **online chat application** for the company which was well-received by the city’s network enthusiasts and was even considered as a local internet celebrity.

CITY INFOMATION INDUSTRY MANAGEMENT DEPARTMENT, Liaoning, China • July 2005 to August 2012

**Network Engineer**

* Perform daily administration, maintenance, and support for both local area networks (LANs) and wide area networks (WANs).
* Configure networks to operate smoothly and reliably, meeting business processes and objectives.
* Upgrade and maintain servers and computers in the department, troubleshoot issues, and ensure high availability.

**Key Achievements:**

* Played a key role in my team and fully met the requirements of a leader, exceeding expectations and gaining recognition from most of my colleagues.

CITY INFOMATION INDUSTRY MANAGEMENT DEPARTMENT, Liaoning, China • October 2002 to June 2005

**Website Developer**

* Design, implement, and continuously improve web pages, plugins, and functionality.
* Plan and execute website development, converting mock-ups into functional websites using HTML, JavaScript, AJAX, and JSON coding.

CHINA TELECOM CORPORATION FUXIN BRANCH, Liaoning, China • July 2000 to September 2002

**Web Server Administrator**

* Troubleshoot and resolve issues, escalating problems as necessary with a focus on providing knowledgeable support and high-quality service.
* Perform network security design and integration tasks.

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

SOUTHERN INSTITUTE OF TECHNOLOGY, Invercargill, New Zealand • 2020

**Postgraduate Diploma in Information Communication Technology**

LIAONING TECHNICAL UNIVERSITY, Liaoning, China • 2007

**Bachelor of Science in Computer Science and Technology**

COURSES/CERTIFICATIONS/LECENSES

**Certified AZ900 Azure Fundamentals, Microsoft, 2023**

**Certified Senior Information System Project Management Engineer, MIIT, 2018**

**Certified Network Engineer, MIIT, 2005**

**Certified MCSE, MCDBA, MCP, Microsoft, 2001**

**ADDITIONAL INFORMATION**

**Languages Spoken:**

English – Intermediate

Chinese – Fluent

**Interests:**

Cooking, Music, Travelling, Volunteering

**REFERENCES**

Lily Guo

IT Manager

021 9900 08