

Erik Chu

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Portfolio: <http://www.erikchu.net>

Summary of Qualifications

Over eight years work experience in customer service and phone support positions, seeking entry-level opening in Information Technology to utilize recent training and certifications. Over ten years experience as serious IT Hobbyist. Completed training and certifications for CompTIA A+, Network+, still working on Microsoft Certified Systems Administrator, and Cisco Certified Network Administrator certifications, all should be completed by October 2011. Skills and training include:

CompTIA A+	Windows XP Client	MS Server 2003	MS Office
CompTIA Network+	XP Applications Support	Building PC Systems	ICND Training
MCSA (pending)	CCNA (pending)	C++ Experience	Java Experience

Relevant Employment and Experience

DellaRossa Plumbing & Solar, Plantation, FL September 2010 to August 2011
Computer Technician

- Network setup and maintenance
- Printer setup and maintenance
- Web-site design and maintenance
- Business software installations and setup
- Dual monitors setup

MexChino Sports Bar & Grill, Hollywood, FL August 2009 to September 2010
Computer Technician

- POS Installation and software setup
- Network setup and maintenance
- Printer setup and maintenance
- OS upgrades and user setup
- Updating menu items and prices

University of Florida Survey & Research Center, Gainesville, FL Mar 2006 to Aug 2009
Bilingual Telephone Interviewer (English/Spanish)

- Made calls to both listed and random phone numbers, depending on the survey, in order to get feedback on things such as Medicaid and also the Consumer Confidence Index

Po' Boy's Restaurant, Gainesville, FL
Server

Jul 2004 to Jan 2006

- Customer Service/Restaurant Operations

Xentel, Inc, Lauderhill, FL
Customer Service Representative

Jan 2004 to May 2004

- Informed local Broward as well as Central Florida citizens about the Beatle Mania Concert being sponsored by the Broward County Council of Firefighters.
- Updated contact lists on the computer with correct name and mailing information

South Plantation High School, Plantation, FL
Help Desk Associate

2000 to 2004

- Assisted teachers with network problems or computer hardware issues.
- Helped keep daily maintenance on school computers and printers (i.e. Ink cartridge change.)

Education

New Horizons Computer Learning, Gainesville, FL

2009

- Completed Microsoft Certified Systems Administrator, CompTIA A+, Network+ and Cisco CCNA certification training programs, expected certification by October 2011