Jinhong Lin

Philadelphia, Pennsylvania, United States

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Experience

Security / Information Systems Technician
WYC

May 2023 - Nov 2023 (7 months)
- Building small servers for local businesses.
- Connecting monitors, PCs, routers, wifi, switches, and cameras.
- Install smart home devices: cameras, doorbells, light control, fire alarm, and security alarm.

IT Intern
VitaCare Home Health Agency

Aug 2023 - Sep 2023 (2 months)
-Network Maintains
-PC Setup
-Firewall Connection

Office Support Assistant
Launch Tech USA

Jun 2022 - Oct 2022 (5 months)
• Serves as the first line of company's demand generation resources, the initial touch point for customer inquiries, and advises customers of any changes to an order.
• Inbound phone calls (call in, answering questions and processed and pending Sales orders)
• Data Entry and Filing for all the Accounts (track and record completed Sales orders
• Maintain daily log book of Sales Orders
• Prepares and submits RMA's (Return Material Authorizations), RA's (Repair Authorizations) and any approved credits.
• Performs other duties as required and assigned

Barista
Cake and Joe

Oct 2021 - Dec 2021 (3 months)
Prepared and served drinks based on customers' preferences from an extensive menu.
Good communication skills that can record down customer's requirements on the specific order.

Summer Internship
Asian Americans United

Jul 2018 - Aug 2018 (2 months)
Participated in workshops to develop leadership skills
Encouraged the Asian American community to participate in voting

Arranged a lecture in Northeast Philadelphia on recent immigration reforms and related bills

Provided translation services to the Asian community in South Philadelphia

Education

Penn State University

Bachelor's degree, Information science technology

2020 - 2024

Furness Horace High School

High School Diploma

Sep 2016 - Jun 2020

Licenses & Certifications

Python (Basic) Certificate - HackerRank

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Problem Solving (Basic) Certificate - HackerRank

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Programming Foundations: Databases - LinkedIn

Technical Support Fundamentals - Coursera

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Diversity, Inclusion, and Belonging - LinkedIn

The Bits and Bytes of Computer Networking - Coursera

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Skills

Windows Firewall • Computer Network Operations • Network Protocols • Technical Support • Wireless Networking • Network Security • Internet Protocol Suite (TCP/IP) • Team Leadership • Communication • Making Coffee