Sun Chung
Miramar, FL 33027
chungsun.dev@gmail.com
www.linkedin.com/in/chungsun-dev/
https://chung-sun.github.io/

Qualified Advanced Technical Support Specialist with 6 years of helpdesk and customer service experience. Provides comprehensive VoIP, Bicom, and Asterisk support. Adept at engaging customers by identifying issues and streamlining steps to effectively resolve technical issues. Versatile Technical Support Representative skilled at offering clients easy-to-understand guidance and actionable advice. Positively impacts all customer interactions and engineering efforts for supported products.

Educations

- **Full Stack Developer - MERN**
  Massachusetts Institute of Technology – 02/2022 ~ 12/2022

- **Unix System Administration / C / C++ - Certificate**
  Worcester Polytechnic Institute – Worcester, MA - 06/1999 ~ 08/1999

- **Master Degree (MBA) - Business Administration**
  New York institute of Technology – Old Westbury, NY - 09/1995 ~ 05/1998

- **Bachelor of Science (BS) – Mechanical Engineering**
  New York Institute of Technology – Old Westbury, NY - 09/1990 ~ 05/1995

Skills

- Computer – Windows and Mac.
- Software – Microsoft Office, Open Office, GitHub, Photoshop, QuickBooks, Porta One, VoIP Monitor, FreePBX (Asterisk), PBXWare (Bicom), gloComm, Communicator GO, Visual Studio Code.
- API - Experience integrating to an external API / Postman
- Debugging codes
- Git – version control
- JSON - JavaScript Object Notation
- HTML - Hyper Text Markup Language
- CSS - Cascading Style Sheets
- Bootstrap - Front-End Development Framework
- JavaScript
- ReactJS / NextJS
- Docker
- MongoDB / Mongoose / GraphQL / Firebase
- Express JS
- NodeJS
- Cloud Services – AWS (Amazon Web Services)
- CI/CD - Continuous Integration and Continuous Delivery/Continuous Deployment

Experiences

- **Technical Support**
  11/2016 ~ Present
  Newcom Inc., Miramar, FL
  - Deliver service and support to end-users via remote connection (TeamViewer) or over the phone
  - Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
  - Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more
  - Follow standard processes, procedures, identify and escalate priority issues per Client specifications
  - Accurately process and record call transactions using a computer and designated tracking software (Kayako)
  - Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
  - Organize ideas and communicate oral messages appropriate to listeners and situations
  - Follow up and make scheduled call backs to customers where necessary
  - Stay current with system information, changes and updates
  - Working with customers/employees to identify equipment problems and advising on the solution
  - Logging and keeping records of customer/employee queries
  - Analyzing call logs so you can spot common trends and underlying problems
  - Updating self-help documents so customers/employees can try to fix problems themselves
  - Working with field engineers to visit customers/employees if the problem is more serious
  - Testing and fixing faulty equipment

- **Owner/Manager**   **07/2012 ~ 11/2015**
  Jimmy's Courthouse Deli, FT. Lauderdale, FL
  - Managed day-to-day operations, including sales, tracking inventory, and contacting vendors
  - Increased loss prevention by 99 percent and in return increased profit by 3 percent
  - Thru small batches and constant delivery, where able to minimize waste by 20 percent and increase the freshness of the product
  - Monitored compliances according sanitation, safety, and regulations
  - With excellent guest services and absolute customer satisfaction, managed to increase sales by 20 percent
  - Supervised employee recruitment, training, discipline and termination
  - Prepared payroll, federal, state, and local taxes

- **Manager**   **04/2010 ~ 11/2011**
  CSI Developers, Inc., W.P.B., FL
  - Managed customer database, product updates, and upgrades.
  - Coordinated marketing campaigns and special events
  - In charge of accounts receivable, accounts payable and analyzed financial statements
  - Functioned in project-management role.
  - Use of project timeline lowered cost by 5 percent and increased productivity by 15 percent
  - Federal, State and local compliances
  - Oversees employee recruitment, training, dismissal and payroll
  - Negotiating more favorable terms with different vendors

- **Manager**   **04/2003 ~ 01/2010**
  ABC Trading, LLC. Doral, FL
    o   Maintained contact with vendors, factories, and clients
    o   Oversees, procurement, allocation, distribution control, stock levels, and cost
    o   Logistics, scheduling and booking of containers

- **Team Leader**   **07/2001 ~ 03/2003**
  Azygo, Inc., New York, NY
    o   Web and Data server deployment
    o   Unix and Oracle server administration
    o   Liaison between management and technical department

- **Programmer**   **07/2001 ~ 05/2000**
  Internet Teller Machine, Inc., L.I.C., NY
    o   Banking software development using Java
    o   Internet Explorer programming

Languages
- English
- Spanish
- Portuguese
- Korean.

References
- Reference available upon request.