

Ruilin Wang

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IT SUPPORT | WINDOWS TROUBLESHOOTING | CLIENT SERVICE

PROFILE

Computer support technician with paid client service in Sydney, supported by Computing Science and Information Technology degrees. Troubleshoots Windows and hardware issues, sets up PCs and Office, documents findings, and explains practical steps to users.

TECHNICAL SKILLS

Support: Windows/Office installation, PC and password resets, ToDesk, Teams/email guidance, blue-screen logs

Hardware & Systems: PC assembly and maintenance, multimeter checks, Windows 11, Linux/WSL, VMware lab setup

Networking & Records: TCP/IP foundations, personal DNS/VPN configuration, Tailscale remote access, Jira, SharePoint

EXPERIENCE

Computer Support Technician | Luxtronic

Sydney, NSW, Australia | Jun 2025 - Jul 2026

- Delivered on-site and remote Windows/Office support and password-reset help through ToDesk, Teams, and email.
- Investigated blue-screen logs and a suspected laptop short circuit; assembled PCs, removed dust, and replaced thermal paste.
- Obtained consent and backed up customer data before repairs, avoided private files, and ended remote sessions.

Software Testing Intern | Hefei Xuran Information Technology

Dec 2024 - Feb 2025

- Executed manual login, data-entry, and reporting tests; documented reproducible Jira defects and followed fixes with developers.

Gun Counter Outfitter | Cabela's Edmonton South

Edmonton, Alberta | Apr 2023 - Aug 2023

- Answered in-person and phone enquiries, coordinated holds with colleagues, checked inventory, and retrieved stock.

SELECTED PROJECTS

OpenET 2 - Client Research Toolkit

Project Owner & Developer | UNSW client capstone | May 2026 - Aug 2026

- Chaired client and team requirements meetings, documented agreed scope in Jira, and delivered demonstrations plus setup/import/troubleshooting guides.

EDUCATION & CERTIFICATIONS

Master of Information Technology

UNSW Sydney | Feb 2025 - Sep 2026

Bachelor of Science in Computing Science, Minor in Mathematics

University of Alberta | Sep 2020 - Dec 2024

ISTQB Certified Tester Foundation Level (CTFL)

Microsoft Certified: Power BI Data Analyst Associate (PL-300)

Alberta Class 5 driver's licence and own vehicle. Networking and VMware experience includes personal/academic configuration, not enterprise administration.