**Courtney Luu**

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**Summary**

Seeking part-time employment as a student assistant. Looking to transition into the information technology field and software. Able to integrate new knowledge quickly due to extensive learning skills.

**Technical Skills**

Languages: Introduction to C++

Software: Microsoft Office, Google applications, iOS, watchOS,

Skills: Computer Client Management skills, Mobile Device Management Skills

Other: CORE (Apple Devices), SCCM Console

**Relevant Coursework:**

Algorithm Design/Problem Solving

Introduction to Structured Programming

**Education**

Aug 2022 – May 2024 San Jose State University, San Jose CA

Aug 2020 – May 2022 Cosumnes River College, Sacramento CA

**Work Experiences**

April 2021 - present Data Center Student Assistant

State of California, California Department of Justice, 4949 Broadway, Sacramento, CA 95820

Responsibilities: Assist in the review of input/output data for accuracy and completeness

Learn and perform setup, start, monitor, and complete scheduled and on-demand production jobs according to established procedures

Monitor job processing to ensure timely recovery

March 2019 - present Academic Tutor

Responsibilities: Review and suggest ways to improve writing

Assist with math homework

Jul 2019 – May 2020 Apple iOS-Tier 1 Support

Apple, 3011 Laguna Blvd, Elk Grove, CA 95758

Responsibilities: Handling questions via telephone hardware and software issues

Typing accurate notes in the system to reflect the customer’s call

Reporting and escalating issues through appropriate channels

Navigating and managing several resources while trouble shooting with customers.