

Orion Sun

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WORK EXPERIENCE

ZPE Systems

May 2024-August 2024

IT/Technical Support Intern
Fremont, CA

- Installed and configured critical networking and IT infrastructure, including edge routers, switches, automation servers, Cisco APs, network-attached storage, PDUs, etc.
- Conducted regular maintenance of IT infrastructure, including software installations, network troubleshooting, hardware diagnostics, data recovery, AP configurations, and system backups.
- Resolved over 50 diverse IT support tickets and incidents
- Facilitated seamless transition to Legrand network during company migration, resolving integration issues for multiple departments and ensuring uninterrupted productivity across email systems and critical applications.
- Executed remediations for 300+ minor cybersecurity threats, installed antivirus software for 150+ users, and drafted key IT policies to enhance organizational security posture.
- Conducted onboarding process for multiple new employees by configuring workstations, setting up user accounts, and ensuring proper access to necessary systems and software.
- Collaborated with the RMA team to process and repair 80+ returned devices, performing diagnostics, hardware/software repairs, and preparing for redeployment, reducing turnaround time by 23%.

EDUCATION

San Jose State University

2023-2026(Expected)

Business Administration, Management Information Systems Concentration, BS
San Jose, CA

- 3.97 GPA
- President's Scholar (2023)
- Relevant Coursework
 - Fundamentals of MIS
 - Systems Analysis and Design
 - Networking and Data Communications
 - Database Management Systems

Homestead High School

2019-2023

- 8 AP Courses
 - AP Calc BC (5)
 - AP Physics C (5)
 - AP Scholar with Distinction (2022 & 2023)
- 1520 SAT

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** AWS Certified Cloud Practitioner (In progress)
- **Skills :** Python, MySQL, Excel, MS Office
- **Interests :** Coding, investing, nutrition and exercise science