

Liang Yu (Eugenia) Liu ■ 5608 Wintergreen Drive, Newark, CA 94560 ■ (510) 565-2337 ■ eulyliu@gmail.com

EDUCATION

University of California, Irvine

September 2013 – June 2017

Bachelor of Science in Business Information Management | Minor in Health Informatics

EXPERIENCE

Google via World IP Phone

Mountain View, CA

Systems Engineer

January 2018-Present

- Configured routers, switches, controllers, gateways, APs in an enterprise-level networking environment to support the MobileHarness testing platform
- Deployed and maintained hundreds of testbeds in datacenters across the Mountain View campus
- Authored process documents, enforced standard operating procedures, and onboarded new team members as the designated team lead

MiTAC Information Systems

Newark, CA

Hardware Quality Engineer

June 2017-January 2018

- Translated in various workplace contexts, being the only bilingual individual in a predominately Mandarin-speaking department
- Generated FAI reports for Intel 1U and 2U servers; helped with rack integration process for these servers
- Compiled Intel yield reports and switched to a new report format within one week, initiating cross training between other Quality Assurance team members

Blue Panda Labs

Remote work

Technical Writer

April 2017 – June 2017

- Defined technical documentation processes as the first individual taking on the role, with minimal supervision
- Tested out the MVP projects being worked on and identified areas of improvement
- Proactively updated the team and upheld a reputation for being a reliable resource despite remote working conditions

The Portal by K5 Ventures and The Beall Family Foundation

Irvine, CA

Project Manager

April 2016 – April 2017

- Managed 6 concurrent MVP projects in a client-facing environment, following Agile Scrum methodologies for all deliverables
- Collaborated with the developers to create and implement test plans for the MVP mobile and web applications
- Deployed iOS and Android app builds onto their respective app stores

UCI Procurement Services

Irvine, CA

Help Desk / Administrative Assistant

October 2015 – March 2017

- Attended to customers at the front desk and handed out PalCards for business use to UCI staff
- Answered incoming phone calls from and helped resolve technical issues customers were having
- Assisted staff on internal data entry projects with Microsoft Excel and helped file and scan hundreds of documents per shift.

SKILLS

- Ability to work with a variety of operating systems (Windows, MacOS, Linux)
- Customer service and help desk expertise via ticket system
- Experience with remote access control (TeamViewer, LogMeIn)
- Proficient with iOS and Android configuration and troubleshooting
- Proficient with Linux and Mac command line operations
- Proficient with Wireless AP/Router configuration