

Jeffrey Wu

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EXPERIENCE

IT Intern | Green Rabbit

September 2023 - December 2025

- Managed the IT ticket system for the Quality Department across three nationwide facilities, creating, assigning, and resolving cross-departmental job tickets.
- Configured, deployed, and troubleshooted technical hardware, including laptops, tablets, and smartphones, to support department personnel.
- Authored and maintained comprehensive Standard Operating Procedures (SOPs) and one-point lessons for specialized quality software and device management.
- Facilitated annual software retraining for staff on systems such as NetSuite ERP, ticketing software, and temperature data loggers.
- Collaborated with cross-functional teams, such as packaging operations, to investigate and correct systemic product data errors.
- Gained enterprise exposure to the integration and real-time data exchange between NetSuite ERP and Numina Real-Time Distribution Software (RDS).

Shoe Expeditor / Retail Associate | Macy's

September - December 2024

- Stored and organized incoming footwear inventory.
- Fulfilled requests from sales associates by retrieving footwear from inventory.
- Organized and cleaned stockroom.
- Assisted with retrieving and processing incoming shipments.
- Reorganized and cleaned sales floor.
- Occasionally assisted with customers on sales floor.

E-commerce Business Owner | Etsy

2022 - 2024

- Operated two storefronts on Etsy, amassing over 1200 customer orders.
- Sourced and sold clothing items and home decor, while ensuring quality.
- Handled customer service, responding to any inquiries or concerns.

- Managed shipping logistics and customer tracking information.

Administrative Assistant to Firearm Safety Instructor

2020 - 2023

- Prepared and printed student certificates.
- Organized and printed training materials, like textbooks and exams.
- Filled out official forms sent to the police department.
- Assisted with other document-related tasks to support the instructor's course.

PROJECTS

BeaconStudy (beaconstudy.space)

FastAPI, SQLAlchemy, SQL

- Collaborated with a team to build the backend architecture for a student web application.
- Designed and managed a relational SQL database utilizing SQLAlchemy for efficient data querying.
- Integrated FastAPI to handle server-side logic and API routing.

EDUCATION

University of Massachusetts Boston, Boston, Massachusetts

Bachelor of Science in Information Technology

2022 - 2026

Selected coursework:

- Core Information Technology courses
- Introduction to Programming
- Relational Databases
- System Administration
- Project Management
- Enterprise Software
- Network Security

CERTIFICATIONS

- **CompTIA A+** (In Progress – Core 1 Completed)

SKILLS

- Proficient in Microsoft 365 (Word, Excel, PowerPoint, Access)
- Skills in coding languages Python, Java, C++, and SQL
- Highly literate in technology
- Strong communication skills
- Time management and organizational skills
- Focus on detail and accuracy in work