

# CHONGJU MAI

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## About Me

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**Programing** C++/C/C# · Python · VBA · Java · 68k Assembly Language  
**System** Windows · Linux  
**Database** MySQL · SQL Anywhere · SQLITE

## Experience

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**Wilfrid Laurier University** Waterloo, Ontario  
Lab Instructor (Java, VBA) January 2021 – April 2021

- Assists in the development and maintenance of teaching materials.
- Help student to understand textbook content by finish coding tasks.
- Manage and assists instructor's assistant to finish their tasks.

**SAP** Waterloo, Ontario  
Product Support (Intern) – SQL Anywhere May 2018 – August 2019

- Investigate and resolve critical system issues with colleague and developer for Enterprise level Fortune 500 companies.
- Analyze complex, unique problems and often working in production environments.

**Wilfrid Laurier University** Waterloo, Ontario  
Instructor's Assistant January 2017 – May 2020

- Grading over 80 students' midterms, final exam papers and weekly assignments
- Reviewing and marking students' work during labs, and entering marks accurately in database
- Debugging students' programs that could not compile and assign the properly marks for the assignment.
- Providing commentary and constructive criticism to aid students in learning from their mistake.

**Nancy Campbell Academy** Stratford, Ontario  
Networking Setup & Maintain 2015 – 2017

- Consulted with IT department regarding upgrades to internet and wireless system.
- Managed project implementation of WIFI system including purchasing of products value at \$20,000
- Provided reliable ongoing customer support for hardware and software issues.

## Education

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**Wilfrid Laurier University** Waterloo, Ontario  
Honours Computer Science Program, Co-op Option Sept 2015 – April 2020

- 2019 – 2020 Dean's Honour Roll, for GPA average over 10.00