

# Alex Chan

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## Education

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**National Louis University**, Chicago, IL

April 2024 - September 2024

- Cisco Certified Network Associate Accelerator Program

**University of Illinois Chicago**, Chicago, IL

August 2022 - Present

- Bachelor of Science in Finance
- Dean's List: Fall 2024

## Work Experience

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**Internal IT Intern** - Burwood Group, Chicago, IL

October 2025 - Present

- Provided Tier 1–2 technical support to 200+ internal users, resolving hardware, software, and connectivity issues with a 90%+ first-contact resolution rate
- Assisted with user account provisioning and access management (onboarding/offboarding, password resets, permissions) for dozens of users per week

**Income Tax Assistant Intern** - Ladder Up, Chicago, IL

January 2024 - April 2024

- Enhanced tax filing accuracy and efficiency for over 50 clients through comprehensive tax planning sessions, leading to a 20% increase in on-time filings and a 15% decrease in audit inquiries.
- Leveraged tax software to optimize client refunds and minimize liabilities by 18%.

**Conference Tech Assistant** - Kirkland & Ellis, Chicago, IL

November 2022 - August 2023

- Streamlined video editing and publishing processes, ensuring timely delivery of video links for lawyer meetings, resulting in a 20% increase in client satisfaction and improved collaboration efficiency.
- Enhanced video quality by applying advanced video effects, color correction, and audio enhancements; resulting in a 40% increase in viewer engagement and a 25% rise in video retention rate.

**Deployment Coordinator Intern** - CME Group, Chicago, IL

September 2021 - June 2022

- Spearheaded the development of deployment plans that streamlined project execution, ensuring 10% faster delivery for the Engineering and Execution team.
- Optimized the ticketing process by filtering and organizing 300+ tasks in Excel, enabling 35% more efficient task coordination for the Engineering and Execution team.

## Projects

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**Independent Digital Goods Seller** – [Eldorado.gg](https://eldorado.gg)

- Achieved a 99.7% customer satisfaction rate across 1,000+ verified transactions.
- Handled order logistics, pricing strategy, and customer disputes independently.

**Game Developer and Team Lead - Roblox Game: Guess The Emoji**

- Led a team to design, test, and implement features that elevated user experience.
- Implemented features, including in-game currency and user engagement strategies to enhance gameplay.

**Personal Website - Web App**

- Created a personal website, employing HTML and CSS to structure the content and design a visually appealing, user-friendly interface with responsive features, demonstrating my web development skills and design capabilities.

## Skills

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- **Technical Skills:** Familiar with Python, JavaScript, Swift, HTML, CSS, GitHub, Excel, and PowerBI
- **Languages:** Fluent in English, Conversational Cantonese, and Taishanese
- **Skills:** Communication, Problem-Solving, Professionalism, Work Ethic