

SUMMARY:

University graduate with IT experience looking to dive deeper into networking and security.

EDUCATION:

California State University, Fullerton, Fullerton, CA

June 2023

Bachelor of Arts in Business Administration: Information Systems Concentration

PROFESSIONAL CERTIFICATIONS:

3CX Certification

November 2023

Certification ID:

Network +

Present

In progress

EXPERIENCE:

(MSP), Santa Ana, CA

September 2023 - Present

IT Support Engineer

- Client Support
- Remote Monitoring and Management
- Network and Security
- Software Management
- Backup and Disaster Recovery
- Documentation and Knowledge Sharing

PROJECTS:

Computer Building

Fall 2020

- Self-taught basics of computer hardware specifics and functionality
- Built numerous computers for various people
- Windows 10 installation
- Benchmarked hardware for best possible performance results with respect to given budget

SKILLS:

- Active Directory
- Cyber Security – Huntress and CrowdStrike
- Autotask, 3CX, PassPortal
- Datto RMM, VSA X
- Google and Office 365 Admin Portals
- Microsoft Word, Windows 7/10/11, and Google Drive
- LAN/WAN security, antivirus, and spam control measures
- Computer Building - Experience with building multiple computers for various customers
- Bilingual- Fluency in both Vietnamese and English