

Kevin Tran

PROFESSIONAL OBJECTIVE

Motivated and customer-focused IT Support Technician with hands-on experience at a managed service provider (MSP) environment. Proven ability to troubleshoot, triage, and resolve technical issues efficiently in high-volume settings. Seeking to leverage deep knowledge of Windows systems, Azure, Network infrastructure, Security, and Active Directory in a Tier 2 IT Support role.

PROFESSIONAL HIGHLIGHTS

- Reduced average ticket resolution time from 50 to 30 minutes.
 - Effective communicator and team collaborator in high-volume IT support settings.
 - Contributed to team effort by resolving approximately 20% of the daily ticket volume.
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PROFESSIONAL EXPERIENCE

IT Support Desk Technician
The 20 - Plano, TX

NOV 2024 - Present

- Deliver front-line support to end users across diverse client environments in a fast-paced MSP.
 - Troubleshoot hardware, software, network, and account issues with a focus on timely resolution.
 - Use BMS ticketing system to manage, track, and document support cases and communication.
 - Maintain strong communication with end users via email and phone to ensure clarity and satisfaction.
 - Administer Microsoft Azure and Active Directory environments including user and group management.
 - Coordinate with vendors and collaborate with internal team members to resolve complex issues.
 - Achieved a 99% end-user satisfaction rate based on ticket feedback.
 - Strong understanding of ticket lifecycle, prioritization, and SLA adherence.
 - Commended by Regional Director for outstanding customer service delivery.
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EDUCATION & CERTIFICATIONS

Google IT Support Professional Certificate

Certifications Currently Pursuing:

- SC2 Certified in Cybersecurity (CC)
- CompTIA Network+
- CompTIA Security+

Associates of Arts

Broward College - Davie, FL

TECHNICAL SKILLS

- **Systems:** Windows 10/11, Microsoft Azure, Active Directory
- **Networking:** TCP/IP, DNS, DHCP, Network Diagnostics
- **Support Tools:** BMS Ticketing System, Remote Desktop, Soft Phone Systems
- **Hardware:** Printers, Scanners, Workstations
- **Other:** Customer Service, Technical Documentation, Team Collaboration, Endpoint Troubleshooting, Vendor Coordination