

FELIX NGUYEN

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Education

University of Massachusetts Boston

September 2021 – May 2025

B.S. in Information Technology

Relevant Coursework: Windows System Administration, Network and System Security, Relational Databases, Data Warehousing, Project Management, Systems Analysis and Design, Network and Mobile Forensics, Scripting, Web Development, Linux/Unix

Technical Skills

Platform & Tools: macOS, Windows Server Management, Linux, AWS, Microsoft 365, Intune

Software: Autodesk Fusion 360, Tableau, Pangolin BEYOND

Languages: C, C++, JavaScript, PowerShell, HTML/CSS, SQL

Experience

Laser Safety Operator

Spring 2024 – Present

Contract

Boston, MA

- Perform routine maintenance of laser diodes and optical alignment for both operational and ANSI Z136 safety standards
- Conduct risk assessments and implement control measures to mitigate potential laser hazards, maintaining a zero-incident safety record
- Develop custom laser graphics and animations for branding, advertising, and live events, enhancing client brand visibility

IT Technician

May 2024 – May 2025

University of Massachusetts Boston

Boston, MA

- Configure and maintain user accounts, permissions, and security settings in the Active Directory across 4 different departments, streamlining access management
- Provide on-site technical support by training staff to troubleshoot and resolve common software issues, reducing help desk tickets by 25%
- Diagnose and repair hardware malfunctions, including replacing faulty components, upgrading memory, and installing new hardware
- Set up new workstations while documenting deployment procedures, allowing for faster onboarding and enhance asset management
- Manage software installations, updates, and system backups for 100+ devices via Intune, keeping systems updated

Nike Tennis Coach

June 2022 – August 2023

Nike Sports Camps at MIT

Cambridge, MA

- Teach young athletes proper techniques from the ground up, including footwork, positioning, and strategic thinking
- Coach group sessions as well as individuals, allowing for teamwork building skills and tailored lessons

Robotics Mentor

August 2021 – February 2023

South High Community School

Worcester, MA

- Teach new students the process of designing and building high-functioning robots to compete in the 2021-2022 Vex Robotics Competition.
- Create a curriculum surrounding coding in C and C++ to program sensors, controller, and automation

Leadership / Extracurricular

UMass Boston Vietnamese Student Association

Fall 2021 – Present

Vice President

University of Massachusetts Boston

- Collaborate with other UMB organizations as well as serving local community organizations
- Foster an educational and supportive community for all students, regardless of their background(s) or identity(s)
- Manage the finances of the club, report on the clubs financial performance and spearhead fundraising

UMass Boston Men's Tennis Team

Spring 2021 – Fall 2024

NCAA, DIII

University of Massachusetts Boston

- Set personal goals for improvement and tracked progress throughout the season, eventually winning 1st place in the Little East Conference (2021)

Student Athletic Advisory Committee

Fall 2021 - Spring 2023

Board member

University of Massachusetts Boston

- Serve as a liaison between the committee, our respective teams, our coaches, and athletic administration