



Philip Nguyen

Debugging expert having resolved 500+ hardware and software problems

IT desk technician knowledgeable in information technology, software and hardware systems. Familiar with HTML, CSS, Javascript, and Python. Exceptional at critical thinking and analytical problem-solving.



(12)-5245-9081



Ho Chi Minh, Vietnam



phi123@gmail.com

Work Experience

IT Support Engineer

Cultivar Asia PTE. LTD. • 09/2009 - 06/2014

- Remotely supported customers with IT issues.
- Troubleshoot hardware.
- Identified problems of desktop, notebook, printer, and tablet.

Technical Support Engineer

Assa Abloy • 09/2014 - 10/2016

- Held product usage training for staff.
- Drafted guidelines to common technical problems.
- Developed product mock-up and display.

Skills

Hard Skills

- Software debugging
- Hardware repair
- Intranet maintenance
- Upgrade computer system
- Troubleshoot copier and scanner

Soft Skills

- Communication skills
- Patience
- Effective problem-solving procedure
- Provide helpful customer service
- Attentive attitude

Education



Class of 2012

University of California San Diego

Computer Science major

GPA 3.6

Certification



CompTIA A+ Certification