



NGUYEN DUC BINH

IT SUPPORT/ HELPDESK

EXPERIENCES

2023- 2024 DENTACHI

- IT Support Specialist providing technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Skilled in troubleshooting and system maintenance.

2021-2022 FPT SOFTWARE

- IT Support Intern assisting in the installation, configuration, and maintenance of IT systems. Gained hands-on experience in user support and network troubleshooting.

ABOUT ME

I am an IT Support Specialist with a strong background in troubleshooting, system maintenance, and user support. Skilled in diagnosing and resolving technical issues, I am dedicated to ensuring smooth IT operations and excellent user experiences.

CONTACT



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binhndhe161032@gmail.com



<https://binh-portfolio-nine.vercel.app/>

SKILLS

- System Troubleshooting
- Network Configuration
- Hardware & Software Support
- User Training & Support
- Incident Management
- English

EDUCATION

FPT UNIVERSITY

A student of Information Security at FPT University.

FPT SOFTWARE

A Java and Frontend intern at FPT Software.

FPT MSE

A graduate student at FSB, specializing in AI, ML, and big data processing.

CERTIFICATES

- CompTIA A+: Core 1 & Core 2
- ITIL Foundation Certificate in IT Service Management
- Microsoft Certified: Azure Fundamentals
- Cisco Certified Technician (CCT)