Justin Nguyen

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Plantation, FL 33317   (954) 684-1690

Areas of Expertise

Microsoft Office Suite   Windows XP/7/8/10
Mac Operating System   CompTIA A+ certified

Professional Experience

CORE LOGIC – Sunrise, FL   08/21 to 3/23
Service Technician
- Work autonomously with an assigned client base, to deliver excellent customer service and care, planning, prioritizing, and delivering solutions that meet clients' varied needs
- Gather technical business requirements from clients and translate them into actionable items for various internal teams with little to no supervision required
- Identify risks, develop mitigation plans, and manage customer expectations
- Troubleshoot, diagnose, and see problems through to resolution autonomously
- Ensure application fully satisfies customers in terms of data integrity, application behavior and other factors per customer requirements

FLORIDA ATLANTIC UNIVERSITY INFORMATION TECHNOLOGY OFFICE – Boca Raton, FL   01/16 to 03/17
Desktop Technician
- Troubleshooted any software, hardware, and or networking issues to quickly resolve the problem
- Documented the issues encountered and measures taken to fix the problem while providing a daily report of customer's issues and resolutions
- Utilized preventative measures such as educating individual about their issues and predictive maintenance techniques for computer repair and maintenance
- Followed the university information technology procedures and practice safety protocols to ensure equipment and data remain secure and protected
- Trained seasonal employees on the university procedures to resolve technical issues with the given service level agreement guidelines

PUBLIX – Fort Lauderdale, FL   02/15 to 01/16
Cashier
- Provided prompt, friendly, and efficient customer service to help customer purchase store products
- Operated point of sale cash register to process sales transactions, calculate cost of products or services to accept payments, and reconcile cash drawers and sales receipts

Education

Broward College – Davie, Florida   August 2023– Current Date
Bachelor of Applied Science