

Edward Tran

503-821-9517 • Beaverton, OR • Edward.tran503@gmail.com

SKILLS

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|--------------------------------|--------------------------------|--------------------------------|
| Windows PC & MacOS | Microsoft Office Suite | Google Workspace |
| Basic PowerShell & CMD Prompt | Installing & Formatting Memory | Creating System Backups |
| Peripheral Troubleshooting | Fire Wall Configuration | Mobile Device Management |
| Asset and Inventory Management | Active Directory | System Maintenance |
| Wifi Network and Mesh Install | Hardware Upgrades | Driver and Application Updates |

CERTIFICATIONS

Comptia A+, currently working on Comptia Network+

EXPERIENCE

Staff Accountant

July 2018 – April 2021

Platt Electric | Beaverton, OR

- Prioritized tasks to meet established deadlines while maintaining a high level of quality for Month-End.
- Developed a new way of data entry that increased efficiency and accuracy by 50%.
- Collaborated with the IT team to track location and inventory of computers throughout the company.
- Communicated with vendors via telephone or email to resolve various issues.
- Written Standard Operating Procedures to help future employees obtain a high-level understanding of their tasks.
- Trained new employees and showed them how to use the company software.
- Provided extra support to team members to ensure project completion.

Accounting Contractor

Jan 2018 - June 2018

Native American Rehabilitation Association – Accounting Principles | Portland, OR

- Supported the finance department with tasks such as creating journal entries, bank reconciliations, and check deposits.
- Analyze grants and discuss the budgets with various department managers.
- Developed excel spreadsheets that increased efficiency and usability with macros and VBA coding.

Customer Support Contractor

July 2017 – Dec 2017

US Bank – Signature Consultants | Portland, OR

- Work in a high production environment researching and clearing large corporate and commercial depository accounts.
- Verified documentation for depository account relationships to follow governmental regulations and procedures.
- Contacted customers to ensure their accounts had proper documentation.

Lead Technician

2015 – May 2017

Information and Media Technology - Azusa Pacific University | Azusa, CA

- Provided excellent customer service to all users, including professors and high-level administrators.
- Diffuse and resolve difficult client concerns using tact and empathy.
- Analyzed and documented customer request requirements to make recommendations and implement changes.
- Lead by example to establish team standards and expectations.
- Resolve equipment issues and malfunctions in classrooms.
- Set up audio and visual equipment for campus events and parties.
- Organized and kept inventory of computer and sound equipment.
- Troubleshoot Mac/PC issues for professors and students.

EDUCATION

Azusa Pacific University | Bachelor of Science in Accounting

May 2017

- GPA: 3.5/4.0
- Accounting Tutor, Resident Advisor, Culture Club Leader