

Victor Khan

1310 Homestead Ln. Hayward, Ca

Phone: 831-840-4719

Email: vsnkhan@gmail.com

Certified Information Technology Technician

Professional applied I.T. Professional with background in friendly, flexible, front facing Customer Service, Proficient in teaching end users, staff and clients
Excellent communication skills regarding relaying technical information to those without computer experience, Experience managing and directing teams

Areas of Skill:

- Customer Service
- Technical Training
- Team and Project Leadership
- IT Support
- Hardware, Software
- Deployment Strategy

Technical Proficiencies

Operating Systems: Microsoft Windows (XP, 7, 8, 10), Microsoft Server, Linux Redhat (Ubuntu, Redhat), MacOS, IOS, Android

Applications: Microsoft Office Suite, Google Workplace,

Networking: VLAN's, WAN's, LAN's, Firewalls

System Administration: Active Directory, Microsoft Deployment Kit, DHCP, Group Policy, Hyper-V, VMWARE, Powershell

Work Experience

Shift Lead - Mr. Z's Crepes and Teas, Watsonville, Ca Feb. 2020 - Aug.2020

Train team members and guide team in assisting customers

Troubleshoot and repair of POS system and WI-FI

Bartender - Jaliscos Mexican Restaurant, Watsonville, Ca Dec. 2017 - Jan. 2019

Manage bar and till, serve and assist customers in timely manner and keep stock

Bartender - California Grill, Watsonville, Ca July 2014 - June 2015

Manage service bar and act as server for bouquets and business meetings

Cashier – Forever 21, Santa Cruz, Ca July 2012 – May 2013

Ringling up customers in a fast and polite manner - close store at end of night

Care Taker- In Home Supportive Services, Watsonville, Ca April 2012- June 2013

Caring for elderly or disabled - performing physical therapy to rehabilitate clients

Shift Supervisor - Yogurtland, Capitola, CA July 2011- March 2012

Management of sales and workers, safe and till management

Barista: Shift Lead– Tapioca Express, Gilroy, CA August 2010- July 2011

Opening/Closing the store without assistance, Training others on recipes and procedures, Creating/Managing Social Media

Education and Training

CompTIA A+ Certification Valid Nov. 2020 - Nov. 2023

Passed 1001 and 1002 core exams from CompTIA

Food Safety First Principles: Food Handler Training Program Valid Feb 2020- Present

National Registry of Food Safety Professionals,

NRFSP.com

LEAD Certified: Licensee Education on Alcohol and Drugs Valid Oct. 16, 2017 - Present

California Department of Alcoholic Beverage Control's Licensee

Education on Alcohol and Drugs (LEAD) Alcohol Seller/Server Training Program

Leadinfo@abc.ca.gov

References

Alyssa Green, Manager "California Grill" (831) 840-5027

Mauricio Rodriguez, trained as co-lead Bartender, "California Grill" (831) 254-6304

Leslie Ruiz, Manager, "Forever 21" (831) 824-9811

Erik Chau, assisted in family's donut shop "Donut King" (831) 359-0041

'Rocky' Patel, Owner, "Mr. Z's Crepes and Teas" (831) 406-9229

Randi Barton, Manager "Mr. Z's Crepes and Teas" (714) 333-7455