Trung Pham

Twentynine Palms, CA
tpham307@gmail.com
(760) 715-2301

Authorized to work in the US for any employer

Work Experience

Travel Desktop Technician
Apex Systems
June 2021 to Present

• Monitor, operate, and maintain hardware, software, and networks for a computing platform for all military installations
• Configure, assemble and install laptops, microcomputers, workstations, and/or peripheral equipment.
• Perform first-line support for service interruptions such as printer routings, power outages, wiring problems, and malfunctioning servers and escalate unresolved problems to expedite resolution.
• Upgrade, modify and replace hardware, software, and network components.

Network Engineer
Insight Global - Twentynine Palms, CA
April 2021 to May 2021

• Oversee the operation of network systems, architecture, and topology through deployment and oversight of network operations specialists.
• Develop and implement standards, procedures, and processes for the NOC. Participate in strategic network planning, steady-state operations planning, and development of contingency operation plans.
• Plan and support injection of new technologies and implementation of technology refresh.
• Schedule routine system maintenance, oversee the application of proactive cybersecurity measures and manage reaction to network defense requirements.
• Confer with and advise administrators, user representatives, and technical personnel regarding the development and design of integrated network solutions.
• Participate in the development and implementation of policies and procedures regarding network equipment, maintenance, and monitoring.
• Prepare recommendations based on monitoring results, tools analyses, and forensics.

IT Specialist
Insight Global - San Diego, CA
August 2020 to April 2021

• Install, configure, service, repair, and maintain information technology systems in both a stand-alone and client-server environment, including MS server, Defense Message Systems, and other authorized information technology systems.
• Evaluate and resolve customer information system problems, effect required hardware upgrades, and repair to maintain mission capability.
• Analyzed user-generated trouble tickets to determine the causes of problems and took appropriate action for resolution.

• Maintained positive relationships with all customers.

Premise Technician
AT&T - San Diego, CA
December 2012 to March 2019

• Established, repaired, and optimized networks by installing wiring, cabling, and devices.
• Set up networks and computers for business and residential customers.
• Planned layouts and ran cables into buildings and through walls, attics, and crawl spaces.
• Analyzed user-generated trouble tickets to determine the causes of problems and took appropriate action for resolution.

92G Food Service Specialist
U.S. Army
October 2009 to November 2011

• Managed food service operations, including menu planning, food and supply purchases, and inventory coordination.

Computer Technician
CompUSA - San Marcos, CA
January 2006 to May 2007

• Brokedown and evaluated user problems using test scripts, personal expertise, and probing questions.
• Answered calls and emails at the company's help desk, assisting employees and customers with troubleshooting computer issues.
• Tested and installed motherboards, processors, and graphics cards on desktops and laptops for corporate staff.
• Used diagnostic tools to identify hardware failures and replace non-functional components.
• Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
• Removed and replaced malfunctioning components to correct hardware problems.

Assembly Line Worker
Sony Computer Entertainment America LLC - San Diego, CA
September 2003 to January 2004

• Produced at least sixty products per hour by leveraging strong technical knowledge and electrical background to work quickly.
• Trained new employees in assembly skills to improve team production levels.
• Determined and recommended methods to address improvement opportunities.
• Identified and corrected defects to bring completed products in line with tolerances.

Education

Bachelor of Science in Computer Networking
University of Phoenix-San Diego Campus - San Diego, CA
January 2012 to July 2017

Skills

- IP networking
- TCP/IP
- Desktop support
- Desktop administration
- Technical support
- Customer support
- LAN
- Network Engineering
- Active Directory
- WAN
- DNS
- Network Support
- Ethernet
- Operating Systems
- Network Monitoring
- Microsoft Windows
- Microsoft Windows Server
- Network Infrastructure
- Cabling
- Ethernet

Military Service

Branch: United States Army
Rank: PFC

Certifications and Licenses

CompTIA A+

CompTIA Network+

CompTIA Security+

Secret Clearance

Assessments

Technical support — Highly Proficient
May 2021

Performing software, hardware, and network operations
Full results: [Highly Proficient](#)

Basic computer skills — Proficient

May 2021

Performing basic computer operations and troubleshooting common problems
Full results: [Proficient](#)

Basic mechanical knowledge — Proficient

May 2021

Understanding and applying mechanical concepts and processes
Full results: [Proficient](#)

Work style: Reliability — Proficient

May 2021

Tendency to be reliable, dependable, and act with integrity at work
Full results: [Proficient](#)

Verbal communication — Highly Proficient

May 2021

Speaking clearly, correctly, and concisely
Full results: [Highly Proficient](#)

Technical support — Highly Proficient

May 2021

Performing software, hardware, and network operations
Full results: [Highly Proficient](#)

Basic computer skills — Proficient

May 2021

Performing basic computer operations and troubleshooting common problems
Full results: [Proficient](#)