

Ryan Bui

✉ thuanbui743@gmail.com | ☎ 626/632-3892 | 📍 Norwalk, California 90650

Experience

CyberPowerPC

IT HELPDESK TECHNICIAN

City of Industry, CA

October 2019 – Current

- Documented and resolved high-volumes of end user inquiries that include emails and phone support, gaining recognition for effectively closing tickets from former, senior technical leads (listed under professional references)
- Resolved hardware and software issues (Windows 10) implementing known solutions or researching for practical solutions with search engines and in-house knowledge base
- Resolved tickets, documenting solutions and assigning priority levels to tickets – normal, high priority
- Documented and updated solutions for problems arising from newly configured PCs to management
- Liaised with former, senior technical lead to provide training and shadowing for newly recruited employees – providing answers to any ticketing questions

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LEAD/SERVER

Rosemead, CA

May 2018 – September 2019

- Presented menu to patrons, answered questions about menu items, and made recommendations upon request
- Oversaw at least three employees on various aspects and duties of the restaurant whilst serving 10+ parties
- Cooperated with other servers to serve a restaurant regularly filled with 200+ customers daily
- Lifted and transported goods and supplies weighing around 50lbs

Technical Skills

DOCUMENTED AND RESOLVED HIGH-VOLUMES OF END USER INQUIRIES THAT INCLUDE EMAILS AND PHONE SUPPORT, GAINING RECOGNITION FOR EFFECTIVELY CLOSING TICKETS FROM FORMER, SENIOR TECHNICAL LEADS (LISTED UNDER PROFESSIONAL REFERENCES)

RESOLVED HARDWARE AND SOFTWARE ISSUES (WINDOWS 10) IMPLEMENTING KNOWN SOLUTIONS OR RESEARCHING FOR PRACTICAL SOLUTIONS WITH SEARCH ENGINES AND IN-HOUSE KNOWLEDGE BASE • RESOLVED TICKETS, DOCUMENTING SOLUTIONS AND ASSIGNING PRIORITY LEVELS TO TICKETS – NORMAL, HIGH PRIORITY

DOCUMENTED AND UPDATED SOLUTIONS FOR PROBLEMS ARISING FROM NEWLY CONFIGURED PCS TO MANAGEMENT

NEWLY RECRUITED EMPLOYEES – PROVIDING ANSWERS TO ANY CRM/TICKETING QUESTIONS

Awards

2015 - 2017 **Cyber Security**, 10th Place: Sections Feb 2015, 7th Place: Sections Feb 2016, 5th Place: Sections Feb 2017, 10th Place: State April 2017

Future Business
Leaders of America
- Phi Beta Lambda

Education

California State University Long Beach

COMPUTER SCIENCE

GPA: 3.8

Long Beach, CA

2018 – 2020

California State University, Sacramento

COMPUTER SCIENCE

GPA: 3.2

Sacramento, CA

2017 – 2018