

jhhoang@gmail.com

425-381-9468

Lynnwood, WA 98087

Skills

- Analytical Thinking Project Management
- Problem Solving Team Management
- Indexing
- Networks
- OCR
- Problem Solving
- Project Management
- Team Management
- Troubleshooting and diagnostics
- Software upgrades
- Equipment repair
- Hardware upgrades
- Hardware configuration
- LAN/WAN
- Project organization
- MS Office
- Issue and conflict resolution
- Workforce Management
- Process improvement
- Supervision
- Relationship development
- Customer service
- Logistics

Education

Bellevue Community College

Bellevue, WA

Jason Hoang

Summary

Hardworking and reliable with a strong ability in customer service and management. Offering communication, logistics and project management skills. Highly organized, proactive and punctual with team-oriented mentality.

Experience

FreeDoc - IT Technician

Lynnwood, WA

11/2018 - 06/2020

- Consult and serve as the primary service liaison between Freedoc and clients.
- Coordinated internally with other departments to implement client systems, complete projects, and address service needs.
- Set software parameters to utilize the client's procedural processes, technology infrastructure, and compliance necessities.
- Digitized, indexed and exported digital documents to as secure repository.
- Assisted in technical support process refinement to improve customer service and support.
- Upgraded employee workstations, including all hardware, software and peripheral devices.
- Responded to support tickets within 24 hours to improve customer service.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Proficiency in PSICapture, Laserfiche, and FileBound.

FunRent - Manager

Monroe, WA

06/2010 - 11/2018

- Recruited and hired qualified candidates to fill open positions.
- Monitored operations to verify quality, delivery schedule and conformance to contract specifications.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Designed and implemented techniques to reduce time and costs required to provide services.
- Create, build, maintain and distribute, weekly schedules.
- Managed on-site events dealing with any issues efficiently and professionally.
- Generated reports to assess performance and implement adjustments.

Corporate Moving Systems - IT Technician

Redmond, WA

02/2008 - 09/2008

- Coordinated and executed employee workstation relocation requests
- Setup KVM switches and networks for individual and group clients.