

# FRANCIS NGUYEN

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## EDUCATION

**California State University Fullerton, School of Business and Economics-** Fullerton, CA **Fall 2012**  
*Bachelor of Arts, Business Finance*

**Cypress College – Cypress, CA** **Spring 2019**  
*Cisco Networking Certificate*

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## TECHNICAL SKILLS

OS: Windows Server 2019 / 2016 / 2012; 10 / 8.1 / 7 / XP; Active Directory, Mac OSX  
MS SW: Office 365 / 2016 / 2013 / 2010 (Outlook, Excel, Word, PowerPoint, Skype, etc.)  
Routers: SonicWall, Cisco, Apple, Linksys, Netgear, D-Link, AT&T, Spectrum, etc.  
Application: Atlassian Jira, Helpdesk /Confluence, RingCentral, Intacct, LastPass

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## EXPERIENCE

**Bigrentz, Inc - Irvine, CA** **11/2018-03/2020**  
*Help Desk Intern*

- Troubleshoot and resolved a wide range of hardware, software and network issues.
- Configured, install and deploy new PCs and Macs, laptops, printers, scanners, copiers, etc.
- Handled and closed 10-15 tickets daily through Atlassian Jira Service Desk tickets.
- Supported users over the phone, remotely and in-person.
- Set up office with Wi-Fi access points and rebuilt new Cat6 network cables.
- Problem solved with IT-Manager & learned different aspect of Active Directory
- Supported users over the phone, remotely and in-person.
- Collaborated with Managers to address long term fixes to technical issues.
- Setup VOIP phones for individual desks and conference rooms

*Accounts Payable Lead* **11/2013- Present**

- Train new hires by creating presentations through RingCentral Meetings.
- Generate reports through Sage Intacct and Salesforce.
- Keep track of accounts payable and create charts and pivot tables in Excel.
- Generate new formulas and edit calculations as applicable.
- Collaborate with accounting team and organize finances using Google Docs and OneDrive.
- Audit and reconcile credit card accounts and identify fraudulent transactions.
- Accurately verify and process high volume of vendor invoices and prepare check runs for over 100 heavy equipment suppliers across the U.S. including national accounts with Hertz, Sunbelt, United Rentals, etc.

**Title Source - Cerritos, CA** **01/2013 - 11/2013**  
*Escrow Administrator*

- Supported Title and Escrow departments by assisting with customer service and administrative duties.
- Correctly entered buyer and bank's wire information and ensured that all loans closed on time.
- Diligently worked and assisted company to exceed team monthly closing goals.
- Maintained digital copies of a high volume of title/escrow documents.

**Applied General Agency - Anaheim, CA** **10/2012 - 01/2013**  
*Data Entry Clerk*

- Transferred information given by insurance agents into proprietary contact management system.
- Updated and verified customer information in existing database.
- Accurately transferred data from hard copy to a digital database.
- Scanned all documents for digital backup on Windows Server 2012.

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*References provided upon request.*