Sonny Lee Tan

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Experience

Associated Students, Inc. Cal State Fullerton   **November 2018 – April 2021**

IT Support Assistant   **Fullerton, CA**

- Campus affiliated organization dedicated to providing resources to college students.
- Communicated with customers using Help Desk ticketing system (FreshService) to resolve end user hardware/software issue. Typical tickets include break/fix incidents, active directory user onboarding/password resets, Outlook rule creation, and hardware deployment requests.
- Assisted with IT infrastructure projects as needed, performed research and made recommendations based on needs of organization.
  - Hardware and software rollouts/upgrades
  - VPN Client Setup for Remote Work
  - Office / user relocation
  - Asset management/hardware lockdown (DeepFreeze)
  - Printer installation/print server configuration
- Achievements in this position include:
  - Participated in company-wide upgrade of personal desktops and peripherals for over 200 end users. Captured disk image (Ghostcast) and imaged machines for deployment, then joined machines to active directory domain.
  - Participated in digital signage project for student union conference center. Troubleshooted networked touch devices and screens to re-establish connectivity with event management system.
  - Assisted with migration of all Apple devices to Jamf Cloud device management system.

Education

Cal<ins>ifornia State University, Fullerton</ins>   **August 2018 – May 2022**

Bachelor of Science, Computer Science

- In progress, coursework includes Computer Security, Databases and File Structure, Software Programming, Linux Server, Operating Systems, and Web Development

<ins>Bellflower High School</ins>   **September 2014 – June 2018**

High School Diploma

<u>Skills</u>

- Programming Languages: C, C++, Python, Java, Kotlin, SQL, PHP, HTML
- Software: Office, Outlook, Adobe Creative Cloud, OneDrive
- HelpDesk ticketing
- Deep Freeze
- Active Directory / Windows Server
- Basic networking (TCP/IP, DHCP, DNS)
- Hardware/Software troubleshooting