## Dillin Thai

A highly motivated young professional interested in pursuing a career in the Information Technology field. An avid learner who is enthusiastic to take up new challenges and consistently update their skill set to meet the demands today's technological environment. Several years of experience providing exceptional customer service in a corporate setting.



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#### Pasadena City College (PCC)

Associates Degree System and Network Administrator Program June 2018 – December 2019

### California State University, Northridge (CSUN)

Bachelor of Science (B.S.), Business Marketing September 2011 - August 2015

# CERTIFICATIONS

#### Cisco Certified Network Associate (CCNA)

Routing & Switching Verification ID: 3SJ3V95CNG11QEGP January 2020 - January 2023

#### Cisco Certified Entry Network Technician (CCENT)

Verification ID: FLCHQ5Y2FGVQ1699 January 2020 - January 2023



#### WORK EXPERIENCE

#### Freelance IT Technician

Self-employed July 2019 – Present

- Provided consultation on desktops and laptops to purchase based on the client's specific needs and budget
- Built a new desktop tower for a client who was interested in investing in a custom pc
- Upgraded legacy desktop by installing up to date CPU, RAM, and storage drives in order to meet the demands of the client's work needs
- Configured tablets and mobile devices
- Windows 10 Operating System Installation
- Installed software and drivers on newly installed OS
- Setup home networks through configuring Ubiquiti routers and connecting cat5e cables to desktops
- Troubleshooted any printer, network, or pc hardware/software issues
- Provided remote support via phone to assist with troubleshooting
- Setup client's workstation which included monitor, printer, laptops, tablets, and all PC peripherals

#### **Medical Biller**

ABEO (Pasadena, CA) Jan 2018 – June 2018

- Trained new users for the company's internal systems and assisted with troubleshooting any issues they had with the program
- Worked assigned queues of underpaid and unpaid claims
- Submitted claims to medical insurance and followed up with insurance to make sure claim was correctly paid
- Reviewed accounts to determine reason for denial, and follows up with appeal, or call as appropriate
- Notates patient accounts accurately with information obtained via phone
- Researched missing payments

#### Medical Biller

RISARC (Burbank, CA) Sept 2015 – June 2017

- Reviewed accounts to determine reason for denial, and follows up with appeal, or call as appropriate
- Notates patient accounts accurately with information obtained via phone
- Analyzed issues with insurance denial of payments for a claim and troubleshooted why it was being denied
- Filing claims, appeals, and authorization to insurance companies for unresolved medical bills
- Keep patients accounts updated with on provider systems with new info I obtained
- Routinely followed up with claims, appeal, and authorization submissions through phone calls to insurance or checking the insurance portal
- Communicated with patients' lawyers during a personal injury case to negotiate the patient's bill
- Worked with patients to assist them in getting their medical bills paid
- Posted payments and other updates in provider systems



#### IT PROJECTS HIGHLIGHTS

### Systems Administration:

- Configured DNS, NAT, and DHCP services on Windows Server 2008, 2012, and 2016
- Configured an Active Directory forest with multiple domains simulating a large enterprise environment. Implemented multiple member servers hosting services such as IIS, DNS, DHCP, File Servers, and RRAS
- Captured a reference image of Windows OS and set up automated workstation deployment using WDS and MDT

### Network Administration:

- Configured interVLAN, EIGRP, and static routing for a simulated enterprise environment that consisted of 30 Routers and 14 Switches and demonstrating connectivity and route failover between multiple sites
- Implemented security practices such as ACL's to filter incoming and outgoing network traffic, GRE Tunnels to encapsulate communication between two different segments, as well as CHAP and PAP to individually give authorization to each user trying to access the network
- Configured DHCP to allow for automatic IP addressing and NAT to allow multiple private hosts IP address to be translated into a single routable IP address.
- Hands-on training with Cisco routers (series 1841, 2901, 2911, and 2811) and switches (series 2960 and 3560) with both configuring and troubleshooting of the devices

# **X** TECHNICAL PROFICIENCY

Windows: 10, 8.1, 7 and earlier

Windows Server: 2019, 2016, 2012 R2, & 2008 R2 Mac OS: Mojave, High Sierra and earlier

Networking: OSI & TCP/IP Model, WAN, LAN, VLAN, InterVLAN, RIP, OSPF, EIGRP, DNS, DHCP, Cisco IOS,

BGP, ACL, IPv4, IPv6

Virtualization: VirtualBox & VMWare Workstation Pro **Active Directory**: AD DS & GPO, DNS, DHCP, WDS, MDT