

# Khanh Nguyen

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## EDUCATION:

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### California State University of Long Beach

*Bachelor of Science in Management Information Systems*

**Long Beach, CA**

Graduated December 2017

## TECHNICAL SKILLS:

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### Operation Systems:

- Windows: 10
- MAC OSX: El Capitan, Sierra
- Linux: Ubuntu, Linux Mint, Fedora

### Software:

- MS: Visio, Excel, Project
- PowerBI, Tableau
- VirtualBox, VMware Workstation

### Languages/Database Mgmt.:

- Access
- ADAM12

## EXPERIENCES:

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### Boeing/Dell Company

*IT Field Support Technician*

**Southern California**

May 2019 - Present

- Analyze, resolve, respond to, and document end user inquiries.
- Backup end-users' PCs and restore data to the new devices.
- Escalate issues/requests/tickets to tier 2 when necessary.
- Independently perform IMAC (Install, Move, Add, Change) work.
- Install Desktop/Laptop Software (VPN, Outlook, Catia, Matlab, etc...) using approved tools.
- Perform hardware repair/break fix and maintenance.
- Performed data wipes on devices, and preparation for asset disposal as per process.
- Re-imaging Windows 10 for the new legacy devices.
- Responsible for receiving, and asset management of IT devices, and spares.
- Troubleshoot connection issues with LAN/WAN.
- Update tickets with accurate and timely record of status, work performed, and resolution detail.

### Integrity Environmental Consultants, Inc.

*Project Coordinator*

**Long Beach, CA**

Feb. 2019 – May 2019

- Assessed project risks and issues and provided solutions where applicable.
- Called the school to schedule for the inspection.
- Created a project management calendar for fulfilling each goal and objective.
- Determined/Developed project changes and strategies.
- Documented and followed up on important actions and decisions from meetings.
- Ensured project deadlines are met.
- Ensured projects adhere to frameworks and all documentation is maintained appropriately for each project.
- Maintained and monitored project plans, schedules, work hours, budgets and expenditures.
- Organized, attended and participated in meetings.
- Prepared necessary materials for on field inspections.
- Provided administrative support as needed.

### Data Analyst/I.T. Technician

Feb. 2018 – Feb. 2019

- Created the network folders for printers connected to the server for file scanning and file sharing.
- Designed, recorded, and executed macros to automate data entry inputs in Microsoft Excel.
- Filtered and data cleansing, documented, and AutoCAD Drawing by reviewing computer reports, printouts, and performance indicators to locate and corrected the problems.
- Identified, analyzed, and interpreted trends or patterns in complex data sets.
- Imported and exported data from text files, saved queries, or databases; used automatic outlining, inserted subtotals, created advanced filters, and used database functions.
- Installed/Updated/Configure drivers, patches and software to the computers.
- Prepared timely analysis, provided recommendation, and assisted in interpreting for management findings of statistical research.
- Used advanced Microsoft Excel to create Pivot Tables, used VLOOKUP, IF statement, and basic Excel functions.
- Used Microsoft Access to develop and designed the company database.

**Nguyen's Tutor Center**

Mathematics Tutor

**Westminster, CA**

June 2015 – Jan 2018

- Asked students about specific topics or subject areas that are giving them trouble or that warrant further exploration.
- Assisted students individually and collectively on math homework, ranging from Algebra to Pre-Calculus.
- Communicate with parents/guardians about trouble areas or any other issue that requires attention.
- Employ proven study aides to prepare for upcoming tests and quizzes.
- Review recent homework assignment and test scores, and work through problems or questions that the student did not answer correctly.
- Simplified math problems according to student's ability.

**T-Mobile**

Sales Representative

**Westminster, CA**

Jan 2015 – May 2015

- Answered customers' queries and concerns.
- Greeted customers and determined their needs and wants.
- Prepared sales contracts and accepted payment through cash, check and credit card.
- Provided advice to clients regarding particular products or services.
- Quoted prices and discounts as well as credit terms, trade-in allowances, warranties and delivery dates.

**Pago Lac Restaurant**

Waiter/Cashier

**Westminster, CA**

June 2012 – Jan 2015

- Accepted payment in cash and credit card.
- Answered question related to menu items.
- Greeted customers, presented menus, and explained daily specials to customers.
- Ensured order quality and quantity prior to serving.
- Worked with other servers and be a team player.

**REFERENCES:**

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- Available upon request