

DENNIS KIEU

Information Technology Technician

Knowledgeable and thorough Information Technology Technician with superior attention to detail. Driven and self-motivated, and therefore effective at completing tasks with minimal supervision. Confident leader and enthusiastic communicator.

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WORK EXPERIENCE

Computer Technician

AWD Products & Sales Inc.

04/2020 - Present

La Mirada

Achievements/Tasks

- Handled support tickets with software and hardware vendors, evaluated, determined root cause, collaborated with internal and external technical support to ensure 100% problem resolution.
- Resolved technical issue and maintenance company website, printers to make sure everything run smoothly.
- Diagnosed successfully and resolved hardware and software issue on User workstation and on Server.

Network Technician

Pathology Associates Laboratory

02/2019 - Present

Anaheim

Achievements/Tasks

- On-site and remote Software/Network/ OS Troubleshooting.
- Configured and tuned networking equipment and overall computer network, both Ethernet and Wi-fi 100% successfully.
- Consulted and translated actual patient database into new platforms as well as backing up data during the process.

Data Entry

Reliant Law Group P.C

08/2017 - 11/2018

Westminster

Achievements/Tasks

- Create, store, and edit information in the entry data for each customer in MS Excel.
- Assist the Lawyer to type the report using MS Word, and prepare the file documents for each particular case.
- Record all data and results in forms of paper and electronic to the Lawyer.

EDUCATION

Computer Science - Bachelor of Science

Cal State University Fullerton

08/2016 - 12/2020

Fullerton, CA

Courses

- Database Structure and Algorithms
- Web Design
- Network Administration
- System Analysis & Design

TECHNICAL SKILLS

Hardware

Assembly, Maintenance, Peripherals, Printers, Drivers, Trouble Shooting

Software

Installation, Debugging, Microsoft Office, Adobe Photoshop, Microsoft Teams, TeamViewer, WordPress

Operating Systems

Microsoft Windows 10, MacOS, Linux, Android, IOS

Networks

Configuration, Servers, Routers, TCP/IP Socket Programming, SQL, LAN Technology

Security

Virus Protection, Maintenance, Monitoring, Backup Management, Disaster Recovery

Programming Languages

Python, C++, Java, PHP, HTML, CSS

GENERAL SKILLS

Communication

Problem Solving

Leadership

Teamwork

Attention to Details

E-Commerce

Skill

Windows Server 2008

Active Directory

PERSONAL PROJECTS

Game-World Website (12/2019 - Present)

- Build my own website using React where users can create accounts. Then, they can play 7 games in the list including 2D-3D web interface. Moreover, my website is business where people can buy stuff online.

Crossy Road Game (10/2018 - Present)

- I wrote this game during my summer time to learn more about powerful tool like Unreal Engine. The user controls the character spiderman and pass the road without being hit by the cars.

INTERESTS



Video Games



Robotics



Stock Investing



Artificial Intelligence



Traveling



Blockchain Technology