Phokham (Pho) Simongkhoun
1941 Martin Road
Mount Vernon WA, 98273
Tel: 360-510-1607
Phosimon@Gmail.com

Objective: Seeking a challenging position with opportunities for learning and advancement.

Education:

Sehome High School, Bellingham, WA   High School Diploma, 2005
Class of 2005

Bellingham Technical College, Bellingham, WA   A.A.S. Computer Networking
2016 Associate of Applied Science Degree   June 2016
Computer Networking

Experience:

Mount Baker High School, 4936 Deming Rd, Deming, WA 98244   April 2016
- Completed 165 hours working along tech support and management as an intern
- Troubleshoot various computer equipment relating in software and/or hardware

Bellingham Cold Storage, 2825 Roeder Ave, Bellingham, WA 98225   June/15/2006- April 2018

- Forklift Operator, Picker, Warehousing
- Shipping and receiving
- Prepared product for shipment
- Certified forklift driver on various types of trucks
- Printed billing receipts and shipping tags
- Ran Various machines involved in bagging and shipping
- Check in customers (truck drivers)
- Pick product according to day code (product selection)

Lummi Indian Business Council   April/23/2018-Sept. 2020

- Imaging and upgrading PC hardware and software
- Windows 7, Windows 10 support
- Office/Office 365 support for end users
- Troubleshoot, solve and update work tickets in a timely manner
- Helpdesk intake and created work tickets
- Support various software according to department needs
- Copier/scanner support installation, maintenance kit, fusers, drums, toner, transfer belt install
- Drive company van to recycle unwanted material, drive to location of expected service site
- Wipe sensitive data using 5220 standards (DoD wipe)

- IT tech support for end users including various software/hardware and phones
- Create support requests for various offsite venders and update documents for troubleshooting
- Audio and video support for off-site vendors
- Wipe and configure switches
- Work with various vlan and troubleshoot networking issues
- Communicate efficiently as a team in writing and vocally
- Create new users, password resets, permission settings on shared drives, mapping
- Wire runs for property including outside, overhead and floor
- IP phone configuration and setup
- POS configuration, troubleshooting, and support
- Cat5/Cat6, network plugs, punch downs toning and troubleshooting
- PXE booting, imaging, server updates

Computer Skills: Excel, Power Point, Word (Office), Photoshop, Server 2012, Linux, Ubuntu, and PowerShell, Active Directory, SCCM, Symantec Endpoint.

Certification: Computer Network Support, CompTIA A+, CPR AED, Global Knowledge

Special Skills:
Bilingual/bicultural in Laotian, strong interpersonal skills, independent worker, highly motivated toward training, education and experience

Interests: Meeting new people, music, travel, basketball, boxing, cars, and photography.

References: Available upon request.