

Phokham (Pho) Simongkhoun  
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**Objective:** Seeking a challenging position with opportunities for advancement.

**Education:**

Sehome High School, Bellingham, WA  
Class of 2005

High School Diploma, 2005

Bellingham Technical College, Bellingham, WA  
2016 Associate of Applied Science Degree  
Computer Networking

A.A.S. Computer Networking  
June 2016

**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- Present

- 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 create 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)

**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 inter-personal 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.