

TRI PHAM

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SUMMARY OF QUALIFICATION:

- Experience in analyzing and solving IT (both hardware and software) problems
- Experience in installing, troubleshooting, managing computers, and networking administration
- Experience in cloud infrastructure (Google Suite and Microsoft Office 365)
- Experience in customer services
- Experience in active directory and Windows Servers

EDUCATION:

1. California University of Management and Sciences, California, USA
Master of Computer Information Systems, 2017
Major: *Computer Information System*
2. Ho Chi Minh University of Technology and Education, Vietnam
Bachelor of Information System, June 2010
Major: *Information Technology*

PROFESSIONAL EXPERIENCES:

Computer Store and Gaming Services (Family owned), 2004 to 2010

IT Departments

- Provided user support with respect to technical queries, equipment, and software
- Conducted back-up, anti-virus installations and PC upgrades for customers
- Delivered high-quality repair services to customers
- Produced high-quality of customized computer for customers
- Designed, built, and managed customers' PC networks

Spatech Corp, 2018 to 2020

IT Technician and Web Administrator

- Conducted back-up, anti-virus installations, and network upgrades for company's devices
- Completed complex troubleshooting to identify and resolve technical issues
- Rolled out new departmental software and hardware as needed
- Provided user support with respect to technical queries, equipment, and software
- Delivered high-quality repair services to achieve a 100% staff satisfaction score
- Led a team to test, discover bugs, and collect analytics for company websites
- Answered staffs enquires on different applications, devices, and systems

TECHNICAL SKILLS:

- Active directory, Windows Servers, Windows XP/7/8/10, and Networking
- Google Suite Admin and Microsoft Office 365
- Technical support, troubleshooting, and quickly resolve issues
- Computer hardware and software installation
- Knowledge in programming (HTML, PHP, MySQL) and video broadcasting systems