

Michael T. Fung

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OBJECTIVE: Seeking an IT Support Technician position within an established company that offers opportunities for career advancement.

EDUCATION:

1990-1991

CDI - Career Development Institute, San Francisco, CA

Certificate: Computer Programming and Operations

- 675 hours hands on training in business environment
- Designed object-oriented program in Turbo PASCAL 6.0/Turbo C++ 1.0
- Instructor's Assistant for C, Assembly, FORTRAN, Pascal and BASIC languages
- GPA: 95%

1989-1990

City College of San Francisco, San Francisco, CA

- Major in Computer Science
- Teacher's Assistant in computer programming

PROFESSIONAL EXPERIENCES:

2012-April 2020

Supervisor, IT Admin Support/Technician, Dial Sound Data System, Inc., Fremont, CA

- Wrote in-house MS Access/SQL applications to track RMA, purchase order, work orders and assets.
- Wrote an Excel Macros Shipping Forms for 3rd party
- Created and updated user training documentations and streamline test production procedures.
- Implemented Synology NAS server and consolidated 2 servers into one server with RAID backup solutions.
- Maintaining MS Server, SQL databases and system backups.
- Installed/Repaired/Assemble high-end desktops and servers per client request.
- Provided technical supports for internal and external clients.
- Maintained client's images by using Norton Ghost.
- Trained new hire employees how to use in house applications, assemble new Servers, update firmware to AMAT RPSAC devices, and test new Assembly devices.

2009-2011

Senior Technical Developer (Contractor), Vibato LLC, Petaluma, CA

Wrote FASB 123R, SOX Compliances, Control Matrices, Segregation of Duties, and Risk Assessment Applications in MS Excel 2007 + compatible.

- Wrote products Activation/Registration that base on the user hardware (Hard Drive, MAC address) and NT login ID in MS Excel.
- Maintained application updates and user documentations.
- Provided End-Users/SharePoint/Box.Net Supports.

2009-May

Amcom, Contractor

- Converted and re-programmed legacy C++ and BASIC DOS 8 bits applications to Windows 32/64bit systems.
- Wrote source codes to accommodate Windows GUI environment

Aug. 2006

Comcast - Software Developer - Contractor

- Dec. 2008

Wrote Portal (run customized applications), EDP (Employee Discipline Performance System) that used by HRs, Directors and Supervisors, Performance/Merit Tools to do online assessment and merit for more than 2,000 Employees, TAL (Training Activity Log) to manage trainer hours, and Technical Tracking to tracking employee online courses and training.

- Documented procedures to import and customized Ceridian Source 550/HRIS application and SQL databases.
- Revised and secured Source 550/HRIS server.
- Setup users to run the Source 500 client version instead of remote desktop.
- Converted ADP data and wrote front-end applications to use with Ceridian Source 500 applications.

1999-Jan. 2006 **Network Analyst II - Ceridian Employer Services, San Francisco, CA**

Assumed responsibility for troubleshoot software, networks, desktops/laptops, printers, projectors,

Andover Security System, I3 Phone System, and peripherals.

- Provided first-level and second-level support global IT infrastructure supporting 2,000+ employees more than 30 sites by using dialup, MS Live Meeting and Window XP Remote Desktop, thus earning a solid reputation for productivity, complex problem resolution and professionalism.
- Maintained domain users and group policies for accessing network shared folders and files.
- Maintained end users Connected Backup Client and supported NT Backup to local file server.
- Maintained Andover Security Server, program security badges and schedule doors to lock after hours.
- Created standard desktop/laptop images for quick system to system migration/deployment.
- Installed/tested software and patches before deploying to end users.
- Wrote customized programs to convert or correct payroll data that used with Ceridian HRIS Payroll System.
- Wrote customized program to compare two W2 employer files and output the corrections that need to be file with State/Federal.
- Created multiple remote desktops/VMWare images to support variant Source 500 versions (company products) to Troubleshoot customer payroll database.
- Provided documentations and trained IT staff how to install Source 500 and MS SQL 2000.
- Trained new hire employees how to use Interaction Phone Client (I3) and MS Outlook.
- Supported TCP/IP, IPX, NetBIOS and variant wireless routers configuration with WEP/WPA encryptions.

- Maintained MS Exchange/SQL Servers.
 - Removed Trojan, spy ware, adware, malicious viruses, bad registries and unknown startup applications.
- 1994-1999** **Operation Technician / LAN Coordinator - Ceridian Employer Services, San Francisco, CA**
Assumed responsibility for resolving banking inquiries, wired transferring, troubleshoot software, networks, printers and peripherals.
- Trained employees use of computer systems and mainframe applications
 - Trained employees wired transfers (EFT, 401k & Check RECON) and Connect Mailbox (Supertrac) System.
 - Wrote District Daily Production Utility Tracking Programs (track shipping, special request, scheduling & data conversion utilities)
 - JCL Programming
 - Wrote W2c Correction Program, thus increased company revenue.
 - Called banks and customers resolving EFT issues.
 - Programmed and maintained SBC PBX phone system
- 1989-1992** **Sales Representatives - Radio Shack, Tandy Corporation, San Francisco, CA**
- Trained new hired employee to use Point-of-Sale System.
 - Assumed responsibility of daily inventory, ordering new inventory and handled daily cash deposit

SKILLS:

- OS:**
- MS Windows 10, 8, 7, Vista, XP, 98, 95 and SMB servers (2012, 2008, 2005, 2003, 2000 & NT).
 - IBM Mainframe JCL/VSM /AS 400 · Mac OSX · Linux/Unix
- Others:** **MS Office 2003/2007/2010/2013/2016**
- Google Drive/Sheets/Sheets/Documents/Google App Scripts
 - **Adobe Acrobat Professional**
 - **QuickBooks, TurboTax**
 - **Synology/QNAP/NAS Servers**
 - MS Exchange/SQL 2000, 2003, 2005, & 2008 Servers
 - MS Visio/Project/MapPoint · Data Recovery, PC Salvage and Data Destructions
 - MS Studio 2005//Access/VB Script · MS VB/Batch Script/PBCC5
 - VMWare / Virtual Box · Crystal Reports · Citrix
 - miniPE v2.x/Ghost/Acronis True Image
 - **Run CAT5/6 Cables**