RAYSON HONG

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TECHNICAL SKILLS

- **Systems:** Windows 7/8/8.1/10/Server 2016/2019, Mac OS X, iOS, Android
- **Software:** Microsoft Office 365, Google Chrome, Command Prompt, Linux, Zoom, Oracle VM VirtualBox, Microsoft Exchange, Active Directory/Domain Controller, Group Policy Management, Print Management, PDQ Deploy and Inventory, Spiceworks, Help Desk Ticketing Systems, Google Authenticate, Team Viewer
- **Hardware:** Printer, scanner, network and firewall configuration, software installation, system maintenance, device and component configuration, desktop and laptop disassembly/reassembly, Windows OS imaging
- **Network:** LAN/WAN, DHCP, DNS, VPN, Wi-fi, RDP, NTFS permissions, Duo Multi-Factor Authentication

CURRENT CERTIFICATIONS

- **CompTIA A+ Certification by CompTIA (2020)**

PROFESSIONAL EXPERIENCE

Copymat Digibranch, San Francisco, CA   Sept 2019 – Mar 2020
Computer Maintenance Technician
- Installed computer and printer hardware while maintaining operating systems and software packages
- Verified hardware and software compatibility with company systems resulting in optimal system performance
- Configured switches, routers, network drives and connectivity while maintaining technology inventory
- Diagnosed, troubleshooted and resolved technical issues with printer hardware and network connections
- Enforced best security and maintenance on computer systems daily which led to increased productivity on each teammates' tasks on printing processes, graphic design and client communication

Copymat Digibranch, San Francisco, CA   Nov 2018 – Mar 2020
Client Relations Specialist
- Provided clients from smaller businesses to Fortune 500 companies with printing products, bulk ordering, graphic design and installation services
- Managed over 30 incoming calls and emails daily regarding print ordering and credit memorandums
- Resolved complaints in a professional manner while prioritizing client satisfaction and building rapport with them which led to a 10-30% increase in sales
- Trained new hires in quality and productivity standards to maximize team effectiveness
- Negotiated agreements between fifteen employees to clarify misunderstood direction and resolved conflicts affecting performance
- Processed final invoices by billing an average of 20 clients daily and ensuring prompt payments are being made (collected $3,000-$10,000 a day)

Bridgestone Americas, Inc., Daly City, CA   Aug 2017 – Nov 2018
Customer Service Associate
- Provided customers with automotive products and services by actively listening to their concerns and giving the best solution to the customer's description of vehicle repair needs resulting in 100% positive ratings
- Communicated accurately between sales teammates and automotive technicians to establish time commitments that exceed the standards of the customer
- Displayed excellent customer service and satisfaction during checkout process through thorough vehicle coverage explanations to ensure satisfaction
- Contributed to team success and implemented strategic planning along with upper management which led to a 20% increase in team sales
- Assisted with inventory and order maintenance including past cancels, PO adjustments and cancellations

EDUCATION

Windows Server 2016, Hands-On Home Lab   Sept 2020 - Present
- Install and setup Windows Server 2016, DHCP, RDP, WDS and link clones
- Utilize Active Directory and Microsoft Exchange to manage users, groups, shared mailboxes and permissions
- Configure Windows Server 2016 domain settings, server name and TCP/IP settings and joining clients to the domain
- Migrate user data and install/upgrade Windows 10 utilizing WDS and MDT
- Disable and re-enable user login, task manager, passwords and flash drives on Group Policy Management

San Francisco State University, San Francisco, CA   Aug 2012 – Dec 2016
Bachelor of Science in Business Administration, Concentration in Information Systems
- **Relevant coursework:** Computer Information Systems, Information Systems for Management, Information Systems Analysis and Design, Information Technology Project Management