**Bryan Dang**

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**Summary:**   
  
Customer Service Desk/Technical Support with 9 years in customer service and tech support.

**Skills:**

* Proficient with Microsoft Office Suite Applications (Word, Excel, Outlook, etc.)
* Build computer components from scratch, fix and repair internal motherboard problems (virus removal, diagnosis, recovering lost data, recovering bad drivers, data recovery and transfer.
* Retrieve IP addresses and wiring Ethernet cables for wireless internet
* Configuring and troubleshooting desktops, laptops, and printers
* Knowledgeable of the functionality of a computer, Window 7 and 10
* 100 wpm
* Knowledge of Vscode, JavaScript, HTML, and React

**Work Experience:**

05/2018-07/01/19- Desk Operation Specialist at Radiology Department for Mayo Clinic in Phoenix, AZ

* Facilitates patient visits and supports the health care provider by anticipating and responding to patient needs and requests of the health care team
* Allows care providers to focus on patient care by coordinating details of patient visits, which can include: coordinating complex appointment schedules and daily activities of the care providers in a multispecialty medical practice, preparing patients, completing pre-examination record information, managing the flow of patient materials
* Obtains or verifies patient demographics, medical insurance information, and properly advises patients of scheduling delays or changes to the appropriate individuals, and serves as a direct contact and resource to the patient
* Schedules and reschedules tests/consults requests from various venues of communication
* Performs related administrative duties such as processing ABN forms, insurance verification, as well as processes patient appointment communications and related materials. Able to navigate through multiple electronic applications and devices, medical equipment, examples include iPad/tablets, Text Reminder Notifications, and assisting patients in using Kiosks.

11/2016-06/2017- Warehouse Stocker/Electronics products tester at Carteriographic Inc in Westminster, CA  
     Duties

* Test and diagnosed electronics products for eBay listing/shipping
* Prepares orders by processing requests and supply orders; pulling materials; packing boxes; placing orders in delivery area
* Maintains inventory controls by collecting stock location orders
* Maintains safe and clean work environment by keeping shelves, pallet area, and workstations neat; maintaining clean shipping supply area; complying with procedures, rules, and regulations.
* Unload pallets from delivery trucks and unload them to the stock location
* Delivery packaged products to post offices before the end of the day

08/2013-06/2015: Computer System Salesman Associate at Microcenter in Tustin, CA

Duties

* Greet customers with a positive attitude and present reasonable product solutions based on customers’ needs.
* Perform merchandising and departmental tasks including markdowns, price changes and cycle counts; create and maintain signage and product displays.
* Maintain product knowledge and participate in continued sales, vendor and product training.
* Sell and accessorize customers with their purchases.
* Sell & Present computer desktops, accessories, laptop, TV’s and service warranties to customers
* Provide general knowledge of software, windows OS, etc. in order to help and sell to customers
* Team Player-Corporate with the sales team to help each other out and provide good service to the customers
* The fact of being knowledgeable and educating customers about computer products represent a good salesman
* Provide efficient communications between the salesman and managers to improve the services for the customers

06/2006–06/2013: Computer Sales Associate, Customer Service, and Service/Help Desk Tech at Fry’s Electronics Fountain Valley, CA

Duties

* Merchandiser, unloading and packing items, helping manager and supervisor with schematics, inventory
* Setting up new laptops and desktop for demos which includes: creating administration login, configuring IP address, configuration printers from the POS system, cables installation for video/internet/sound, software installation-antivirus removals
* Sell and accessorize customers with their purchases.
* Installing software for customers (Antiviruses and Microsoft Office suite)
* Configuring and troubleshooting desktops, laptops, and printers
* Provide general knowledge of software, windows OS, etc. in order to help and sell to customers
* Sell computer desktops, accessories, laptop, and service warranties to customers
* Answer phone calls and direct calls to other departments within the store, data entry, taking orders and checking inventory for customers when they make a phone call. Also, make appointments for customers to come and pick-up orders
* Answer phone calls regarding customer’s technical issues with their laptops/desktops and make appointments for computer repair.
* Contact customers for follow-up with their computer and laptop purchase

**Education:**

05/2011: AS (Associate of Science Degree in Biology) at Orange Coast College  
  
06/2013: BS (Bachelor of Science Degree in Community Health at California State University, Dominguez Hills, CA  
  
06/2017: Certificate Degree in Radiology Technology at Harbor-UCLA Hospital in Carson, CA

08/2019 to Present: Certificate Degree as a Full Stack Developer at Redwood Academy, Santa Ana, CA

**Certifications:**

* First aid and CPR certified (American Heart Association)
* Expiration date: Feb 2023
* Certification in Fluoroscopy/Venipuncture at Harbor UCLA Radiology School
* Limited X-Ray License (Arizona) Jan 2023

**Languages Spoken:**

* Bilingual: English, Spanish and Vietnamese

**References:**

* Karrie Reis, Desk Supervisor at Mayo Clinic Hospital - (480) 213-7720
* Christian Olexa, Retail Sales Manager at Microcenter - (714) 566-8500; email: [colexa@microcenter.com](mailto:colexa@microcenter.com)
* Leo Sanchez, Fry’s Electronics – (714) 378-4400