Nyo Yang

**SUMMARY**

* Strong client customer skills
* My hobbies is playing high resolution pc game GTA, Halo, Doon and many others.
* Qualitative and quantitative analytic & problem-solving skills
* Applies technical skills to resolve incidents of well-defined scope as specified.
* Install, setup, configure and tested application and software.
* Experience install Linux, Red Hat, Ubuntu, and some use on commands.
* Server Rack Build wall or post either 2 or 4 post.
* Ethernet Cable Pulling, Cable Routing, cable splice, patches cable on a Server, Router, and Switch’s, Jack Terminate.
* Experience how to make a straight through cable, cross over cable on a Cat5 and Cat6 cable tested and tone tested device.
* Experience on how to use a Multi-Meter and Probe Tester on Ohm’s, Amps, Voltages.
* Mechanical and Electrical Troubleshooting on Printers, Copiers, Fax, and Computers
* Experience on replaced Gear Assembly, AC/DC motor, Clutches, Solenoids, Switches, Sensor, PCB Board.
* Experience onWire Splicing, Wire Connector, Pig Tail,
* Experience on how to setup, install, mounting, Cable Pulling Cable Fishing/Routing, Managedto a clean and neat.
* Able to configure a Server/Router on LAN/WANto view Audio and Video over the internet on a Surveillance Security Camera.
* Some experience on pulling Fiber Optic Cable by using the CONDUX – Fiber Optic Cablepuller.
* Dynamic professional with over 25 years of experience with soldering, & rework**,** including strong usage of Oscilloscopes, Multimeters, logic analysers, and spectrum analysers.
* Multiple years of experience working on Prototypes, and power supplies.
* Worked on Ghost images and provided hardware validation
* Experience data collection and data analysis.
* Updated/configured system BIOS
* Ordered parts, assemble & debug prototypes.
* Bi-Lingual in English, Hmong, and Laos

**EDUCATION AND TRAINING**

* Computer Service Technology certificate (March 2001)
* Completed 480 course hours involving intensive hands-on applications of computer systems including installing, configuring, and troubleshooting.
* Windows 3.1/ 95/98/2000, Office 2000
* Management DOS Training
* Microsoft Internet Training
* MCSE Window NT Work Station Training
* MCSE Window NT Server Training
* A+ Certification Training

**UST Global Inc October13, 2021 – Still Employ**

*Associate II Lab Support*

* Assist in implementation of 6S process in lab management
* Assist in all lab audits internal and external to ensure process compliance
* Enable basic lab setup including host and network
* Perform low complexity SMD level rework
* Perform low complexity board setup.
* Assist in lab staging and scrapping tasks
* Assist in lab inventory handling
* Assist in handling shipments using shipment management tool
* Ensure smooth operations of lab inventory day-to-day transactions.
* Enable lab item transfer from location to location to enable lab operations
* Deliver daily tasks related to lab operations as per directions provided
* Adhere to safety guideline of lab (Chemical Electrical Fire and General Safety Guidelines)
* Building Server Cage/Rack, Install PDU, Server, Router, Switch on Racks
* Cable Patches, Cable Routing, Cable Pulling and Cable Managing for Professional Neatness.
* Server Repair, Server Disassemble/ Assemble, Replace defective Component and Peripheral Devices
* Install, DDR, Install CPU, CPU Heat Sink, Install PCH, PCH Heatsink, Install ITP, Install Banino Device, Install KVM, Nuke, and many other components.
* Jumper Setting, Install Software and Program, Update Firmware, Update BIOS, Batch Files, Update BMC, ROM, and Update all System Settings.

**DEX Imaging December 2019 – April 2021**

*Field Service Technician (moved to Portland, OR)*

* Repair and service of copiers, printers mfp printers; multiple brands like HP, Canon, Konica Minolta, Ricoh, Sharp, Kyocera, Xerox etc.
* Routine maintenance on printers, copiers, supplies delivery, and data collections.
* Mechanical repairs by replacing Gears Assembly, Swing Plate, Fuser, Transfer Rollers, Transfer Belt, Scanner Assembly, Motors, Clutches, Switches, Solenoids, Laser, PCB boards, Scanner Board, Formatter Board, DC Controller Board, Developer Unit, Drum Unit, ext.
* Customer service and support over the phone and on client sites.
* Assemble/Disassemble, Set up and install printers and tested for quality, feeding
* Read Electronic Board Schematics Diagram
* Download Drivers and Firmware install, Update and Upgrade.
* Set up and configure wired and wireless printers for network printing, network scanning to smb or email.

**Precision Documents Solution July 2018 – February 2019**

*Printer and IT Technician (Lay off due to lack of work)*

* Repair and Service HP Printers and Ricoh supporting products
* Routine maintenance on printers, copiers, supplies delivery, and data collections.
* Mechanical repairs by replacing Gears Assembly, Swing Plate, Fuser, Transfer Rollers, Transfer Belt, Scanner Assembly, Motors, Clutches, Switches, Solenoids, Laser, PCB boards, Scanner Board, Formatter Board, DC Controller Board, Developer Unit, Drum Unit, ext.
* Customer service and support over the phone and on client sites.
* Assemble/Disassemble, Set up and install printers and tested for quality, feeding
* Read Electronic Board Schematics Diagram
* Download Drivers and Firmware install, Update and Upgrade.
* Set up and configure wired and wireless printers for network printing, network scanning to smb or email.

**Free Lance Computer and Electronics Repair October 2017 – September 2019**

*Independent Contractor*

**US IT Solution October 2016 – June 2017**

*Hardware IT Specialist II (Contract through SMUD)*

* Computer and Printer repair and service
* Printer preventive maintenance periodically.
* Mechanical repairs by replacing Gears Assembly, Swing Plate, Fuser, Transfer Rollers, Transfer Belt, Scanner Assembly, Motors, Clutches, Switches, Solenoids, Laser, PCB boards, Scanner Board, Formatter Board, DC Controller Board, Developer Unit, Drum Unit, ect.
* Customer service and support over the phone and on client sites.
* Assemble/Disassemble, Set up and install printers and tested for quality, feeding
* Read Electronic Board Schematics Diagram
* Download Drivers and Firmware install, Update and Upgrade.
* Set up and configure wired and wireless printers for network printing, network scanning to smb or email
* Computer Service and repair testing, network, wifi, applications, software, backup/restore, reimage, remove virus.
* Computer workstation install and replaced MOTHERBOARD, CD/DVD ROM, MEMORY, NIC, SOUND CARD, VIDEO CARD, CPU, Monitor.

**Hewlett Packard May 2012 – October 2016**

*Field Service Engineer (No more growth opportunities)*

* Servicing and repair on desktops, laptops, printers, servers, Tablets, QST (Credit Card Slider)
* Offered over the phone support on hardware and software issues.
* Building Server Wall Rack, Cage, 2 post or 4 post.
* Network Cable Patch, Cable Routing, Cable Splicing and Wall Jack Terminate.
* VOIP Phone setup, install and tested
* Cable Management for clean and neat.
* Troubleshooting Ethernet Cable tone tested, short out tested, and Electrical Schematic Diagram Reading
* Soldering, wire stripping, wire connector, pig tail.
* Mechanical repairs by replacing on AC/DC motors gears, system board, clutches, solenoid, sensor, switches, laser, rollers, pad, and sub-assemblies.
* Maintenance, rebuilding, testing, and re-imaging of laptops and desktops
* Replacement, Maintenance, and Servicing on QST
* Offered high quality customer service while at client sites or assisting remotely

**Volt Service November 2011 – February 2012**

*Technician for Mac and Apple Products (contract)*

* Repair and testing on MacBook, MacBook Pro, and MacBook Air, Mac Mini
* Full refurbish by replacing wireless card, screen, charger, speaker, sound card, jack, mainboard, and clean tested all iPhone, and all the Mac, iPad for audio, video, Wifi, and other features.
* Downloaded from the Server on all IOS, Applications and software and uploaded and install back in the devices
* Soldering

**Consultant Specialists Inc June 2011 – November 2011**

*Technician III (Contract for CompuCom)*

* PC servicing and refresh
* PC components and peripheral device replace like MOTHERBOARD, CD/DVD ROM, MEMORY, NIC, SOUND CARD, VIDEO CARD, CPU, Keyboard, Monitor, Server Cable Patches, Batteries Replacement,
* Repair and maintenance on printers, scanners, and fax machines.
* Repairs on Call Box and Communication Services, walkie-talkie, access point
* Maintenance and Repair on customer cash registers

**Netview Inc. October 2010 – April 2011**

*PC Installer/Cable Technician (Contract)*

* Run a application USMT to backup Server and old Computers
* Remove old Server and Install a new Server, Router, and Switch.
* Re-Patch all cable back on a new Server and USMT application to restore all Data from the old Server.
* Run IPCONFIG /Release and disconnect old PCs
* Replace an old equipment device with the new equipment such as Computer, Monitor, Keyboard, Mouse, Laptop, Printers, Credit Card Slider,
* Install and Setup all new Computers, Monitors, Keyboards, Mouse, Laptops, Printers, Credit Card Slider, and Managed Cables.
* Setup and run USMT on the new PC to restore data and re-imaging
* Wipe PCs, Servers, and Printers only.  (remove PC Hard Drives and printers circuit boards that do not wipe and Demolish)
* Patches Up all Server Cable, Mount Server, Cable Management, Tested to make sure everything is power up and booting properly.
* Engaging or Bridging with the Support Team to verify make sure everything is working correctly.

**Golden State Business Systems November 2007 – April 2009**

*IT Services for Business and Government (went out of business in 2009 recession)*

* Network Cable Routing and Management
* Network Printer setup, install and Configuration
* Repair and Service Notebook and Desk Top Computers
* Repair and Services Multifunction Printer and Plotters

**A&E Repro January 2007 – November 2007**

*IT and Wide Format Printer Technician (Lay off)*

* Repair and Services Multifunction Printer and Plotters
* Delivery Printers and Plotter
* Setup for Copy and Network Print for Architecture and other Business
* Install Drivers and Application Like Adobe and other Applications.
* Maintenance and cleaning on all machinery
* Mechanical replaced consumable parts, replaced mechanical parts Fuser Assembly, Roller/Pressure Roller, Claws, Lamp, Rail, Pads.

**Delta Copy Systems June 2001 – January 2007**

*Canon IT Field Service Technician (Left for higher pay and benefits)*

* Service Technician for CANON Authorize Dealer
* Repair Canon Copiers B/W Analog and Digital
* Assemble and Disassemble from Box
* Routine maintenance on printers, copiers, supplies delivery, and data collections.
* Mechanical repairs by replacing Gears Assembly, Swing Plate, Fuser, Transfer Rollers, Transfer Belt, Scanner Assembly, Motors, Clutches, Switches, Solenoids, Laser, PCB boards, Scanner Board, Formatter Board, DC Controller Board, Developer Unit, Drum Unit, ext.
* Customer service and support over the phone and on client sites.
* Assemble/Disassemble, Set up and install printers and tested for quality, feeding
* Read Electronic Board Schematics Diagram
* Download Drivers and Firmware install, Update and Upgrade.
* Set up and configure wired and wireless printers for network printing, network scanning to smb or email