**Andy Truong**

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**Education**

**California State University Los Angeles 2017 - 2020**

Bachelor of Science in Computer Information System Opt in I.T.

**Pasadena City College 2012 – 2016**

Associate Degree

Honor Society:

* Alpha Gamma Sigma Honor Society
* Circle K Club Honor Society

**Skills**

**Technical:** Microsoft Excel/Word/SQL server**,** Oracle Database**,** Intermediate level SQL, HTML/CSS, Tableau, Network Protocols, Data Warehouse/B.I.

**Verbal:** Customer Service, Interpersonal Skills, Verbal and Nonverbal Communication

**Experience**

**Kroger Retail Company 2017 – Present** Product Associate

* Oversee product logistics from warehouse to retailer
* Observed the quality assurance of produced products
* Worked under Store Director
* Managed customer service and answering customer inquiries

**California State University Los Angeles 2017 - 2020**

I.T Support Desk Technician Intern

* Addressing user requests and complaints through face to face interactions.
* Perform remote troubleshooting through diagnostic techniques over the phone or email
* Provided on site step by step solutions based on the issues and details from users
* Identified and suggested possible improvements on procedures for users

**TEXSPORT Inc. 2015 - 2017**

I.T. Technical Support/Production and Logistics Associate

* Computer troubleshooting with installation and relocation of computers
* Provided support to resolve vendor technical problems with desktop computing equipment and software
* Spearheaded the Quality Assurance efforts of various products
* Coordinated logistics of manufacturing and transports from a LA regional warehouse
* Worked directly under the Regional Manager
* Acted as logistic liaison for TEXSPORT and fortune 500 partners such as BIG 5 and Dick’s Sporting Goods