**EDUCATION**  **DeVry University** North Brunswick, NJ ***Bachelor in Electrical Computer Engineering Technology*** *December 2018* Relevant Coursework: Engineering Tech/Info, Electrical Circuit and Device I, II, III, Structured Programming W/Lab (C++).

**EXPERIENCE:**

**Collabera Service Desk**

IT Support Present Day

* Installing and configuring computer hardware, software, systems, networks, printers and scanners
* Monitoring and maintaining computer systems and networks
* Repairing and replacing equipment as necessary
* Providing technical support across the company (this may be in person or over the phone)

**Diversified Network Operation** Kenilworth, NJ IT Support Oct 2018- Present

* Provide technical assistance to customers on inbound telephone tech support calls
* Use remote access to perform troubleshooting in multiple locations
* Perform upgrades and install updates
* Maintain all digital display to ensure efficiency and proper functioning

**BestBuy Consumer Electronics** Union City, NJ Mobile Expert Sep 2015-Sep 2018

* Communicate with customers and aided them with product selection and information
* Ensure customers end-to-end needs are met
* Provide personalized service and exceptional expertise for customers
* Answer phone calls for inquiries and product availability
* Process cash, credit, and debit sales of more than $1,500 daily

**Pump It Up** Roselle Park, NJ Lobby Manager Feb 2015-Aug 2015

* Maintain orderliness appearance and behavior of front lobby
* Hire, recruit and train quality team members
* Keep facility in operational order by checking rides, equipment and building for maintenance and repair needs
* Ensure team members are prepare for work and complete all task quickly
* Make executive decisions to satisfy customer needs

**TECHNICAL ENGINEERING SKILLS**

*Advanced:* Circuit Boards, Digital Drawing, Microsoft Work, PowerPoint, Google Chrome, Outlook, Java, MATLAB, Labtech, Oscilloscope, Multi-meter, Circuit design, Soldering

*Proficient:* Adobe Illustrator, Adobe Photoshop, Adobe Flash, Adobe Premier, Python, C++,

Operating systems: Windows, Mac, and Androids including mobile platforms

**LANGUAGES**

Native in English and Vietnamese

Basic Spanish