**RANDY TRAN**

**PROFESSIONAL SUMMARY**

* Tier 3 Help Lines | Technical Support | User Training.
* Software/PC/LAN Troubleshooting | CCNP | A+ 2009.
* Innovative technology professional with extensive hands-on experience in a variety of technical environments.
* Driven and stimulated with a work hard mentality. Enterprise level cloud application testing, training and support.
* Proven success working in high-volume, 24x7 technical call centers. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.
* Consistently praised for communicating effectively with both technical and nontechnical users.
* Known for excellent problem-solving skills and patience in dealing with frustrated users.
* Desktop administration for all Microsoft Windows platforms.

**TECHNOLOGY PROFICIENCIES**

* **Software**: MS Office (Word, Excel, Outlook, Access) [Windows and Macintosh versions] instant messaging software; VMware applications, Intel Unite, SCCM, LDAP(account modifications), Service Now   
  TeamViewer, Screen Connect, Microsoft Windows Remote Desktop (RDP), SolarWinds, Avaya, BIOS (to stage for imaging)
* **Browsers**: Internet Explorer, Firefox, Chrome, Safari
* **Call-Tracking Tools**: Remedy, ConnectWise
* **Hardware**: PCs, Laptops, Telephony Systems, Printers, Routers, Android/iPhone/iPad, Modems, Citrix adapters
* **Networking**: LAN & VPN/Remote Connectivity, TCP/IP

**KEY SKILLS**

* Technical Troubleshooting
* Hardware Configurations
* IP Printer management
* Software Installs
* LAN Connectivity
* Hard-drive cloning/deployment
* Phone & Online Support
* Client/Server Models
* Preventive Maintenance
* User Training/Support
* Customer Service
* Complaint Handling

**PROFESSIONAL EXPERIENCE**

**LaUSD *August 2020 – November 2021***

*Helpdesk –remote (Contract completed)*

* Systems, Applications, Network support
* IPhone and iPad support
* Office365 support
* Chrome book support
* Documentation curation

**SouthlandCreditUnion *May - Jun 2020***

*Deskside Support Contract (Contract completed)*

* Post Windows 10 migration support (banking specific application set up and access troubleshooting)
* VoIP support (RingCentral and LDAP integration)
* Supported all 6 Southland locations in southern California

**Pimco/Statestreet *Apr - May 2020***

*Staging Technician(Contract completed)*

* Used BIOS to stage devices for migration
* 1Imaged VDI devices using Pixxy
* Curated training rooms for trade associates
* Set up trade floor outlines because of the COVIT 19 requirements
* Imaged new laptops for employees to take home and work
* Installed all enterprise approved application from enterprise subnet

**LA County *Mar 2020–April r2021***

*Voting Support Technician (Contract completed)*

* Deployed SmartMatic ballot boxes and voting machines to voting center around Los Angeles
* Deployed Apple iPad’s for users that decided to start their voting process outside the voting centers
* Supported voters on voting day(s)
* Took all hardwares down and back to their respected depots.

**Irvine Water District *Feb 2020***

*Migration Technician (Contract completed)*

* Migrated new Dell Laptops from Microsoft Windows 7 to Windows 10
* Used Pixxy for the migration process
* Used SharedDrive to migrate files onto new machines
* Used Pixxy to deploy Citrix settings for contractors

**Unisys *Sep 2019- Nov 2019***

*Migration Technician//Printer Technician (Contract completed)*

* Windows 7 to Windows 10 migration using SCCM.
* Break-fix all HP desktop/mini desktop PC's.
* Moved and configured/installed all new network printers across all AAA sites in Southern California.
* Provisioned and fixed LDAP issues that were present in the migration process.

**Experian *Jun 2019- Sep 2019***

*Migration Engineer(Contract completed)*

* Break-fix all Dell laptops.
* McAfee security recovery; user and machine
* Used Bluecat to assign static IP's
* Windows 10 deployment from SCCM/Image from server
* Configured all Avaya deskphones and extensions for new hires

**Towerjazz *Oct 2018- Mar 2019***

*IT Technician(Contract completed)*

* In charge of setting up new Windows PCs for deployment
* In charge of setting up new Windows Laptops for deployment
* Configure Putty to emulate a terminal used to connect to Operations Servers
* Calibrated all peripherals matching the needs of the user’s team
* Talked to Israel (parent company locations to get certain access for the user
* Terminated certain ports in the network closets
* Curated network cables depending on the specifics/requirements of the master machine

**AAA, Costa Mesa, CA *Nov 2017- Oct 2018***

*Helpdesk Supervisor(Laid off)*

* Supported all Active Directory maintenance (password creation, password unlock, password reset)
* Supported all mobile phone problems especially with connectivity/privileges
* Supported mobile devices to work with Intel Unite boxes for broadcasting/streaming in meeting rooms
* Install corporate programs (Windows\Macintosh) and applications from repository drive
* Mapped printers and other perpetuals
* Traditional office networking  rate and franchise locations
* Active Directory password resets
* Phone support for all ARP incidents
* Supporting and troubleshooting basic networking issues
* Responsible for handling tier I & II tickets providing Technical/Helpdesk and Application Support
* Introduced Agile XP training for Insurance and ESR agents/managers **\***

**COMPUCOM, ORANGE COUNTY, CA *May 2017- Aug 2017***

*Certified Project Supervisor(Contract completed)*

* Supported various Target locations with their NCR equipment (POS, Printers, Registers)
* Supported various T-Mobile locations refreshing REMO and TEMO (software refresh and network refresh for internal iPad and iPhone 5/5s)
* Supported various The Home Depot locations with issues on deinstalling printers and work stations

**COX Business, Foothill Ranch, CA *May 2016- Jan 2017***

*Application Support Tier 2 (Laid off)*

* Effective troubleshooter, adept at solving problems rapidly.
* Strong knowledge of network hardware including servers, routers, and other computer devices.
* Scheduled, coordinated and deployed server updates and preventative maintenance with limited downtime.
* Expert in network security protocols, anti-virus and firewall configuration.
* Proven ability to integrate old systems and databases with new software applications and advanced technology.

**TEVA PHARMACEUTICAL USA  *May 2012 - Dec 2015***

*Jr. Technical QA Tester*

*Front End Developer*

**Career Summary:**

* 4 year’s work experience as a quality assurance engineer.
* Proven ability in forming and directing effective QA programs.
* Effective in working in a cross cultural environment.

**Areas of Expertise:**

* Communication skills
* Product development
* Product testing
* Operating System
* Presentation Skills

**Responsibilities:**

* Responsible to develop and implement quality assurance plans
* Responsible for functional test planning and co-ordination
* Monitor testing progress
* Work with test coordinators to ensure tests are implemented accurately for the improvement of the product
* Promote co-ordination of quality assurance activities
* Responsible for strategic planning and program development

**Achievements:**

* Assurance of Line Clearance For Manufacturing And Packing.
* Assurance of A Through Manufacturing Process And Final Packing of Drug.
* Assurance of Equipment Cleaning.
* Assurance of Drug or Product As Per Its ‘Master Formula’.
* Assurance of Any Physical Tests of Drug or Product

**EDUCATION & CREDENTIALS**

* CAL STATE UNIVERSITY FULLERTON, Fullerton, CA
  + Magna Cum Laude in Computer Information Systems and Business Marketing BA, 2007 to 2012
* Certified Cisco Network Professional (CCNP), 2020
* Certified Cisco Network Associate (CCNA), 2015-2018
* Microsoft Certified Desktop Support Technician (MCDST), 2010
* Responsible Engineering Authority, 2009