# ****Brian Hoang Nguyen****

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**JOB OBJECTIVE** **IT Helpdesk Technician**

## Education

**2019 – 2020 Wilmington University, Delaware.**

B/S Computer and Networking Security (Online-Undergraduate).

**2009 – 2011 Southern California Institute of Technology (SCIT), Anaheim.**

* General Electrician Diploma (Graduated).

**Clearance Type Holding:**  **Secret DoD Clearance begins in 2018.**

**Certification**

* + - * PC Pro Computer Certification of troubleshooting and Networking repair. (Testout)
      * Windows Server 2016 (Testout) Certification.
      * GE Electrical Diploma.
      * Experienced in C++, Auto CAD, Solid works in mechanical, electrical and electronic design.
      * Troubleshoot/Debug, software root analysis flight hardware, flight computer control aircraft system.
      * Familiar to work on Linux Ubuntu, Mac OS, Windows 7, and Windows 10.
      * Operating systems, IT Support: Windows 7, Windows NT/2000 Server, Windows 7 and Windows 10. Linux, maintain website, JavaScript, and contents upload.
      * Skilled in repairing hard drives, keyboards and memory chips on laptops and desktops
      * Ability to diagnose and resolve on-site and remote computing problems
      * Well-developed understanding of best network security and industry practices
      * Analytical and problem-solving skills with keen attention to detail
      * Strong knowledge of networking principles, operating systems, LAN and WAN, Microsoft Office Suite and Windows, communication software, virus protection, peripheral hardware devices and other internal components
      * Ability to operate comfortably and effectively in fast-paced work environment, and effectively prioritize and execute tasks under pressure

**EXPERIENCE**

**Jan 2020- Present Northrop Grumman (Redondo Beach)**

**Position: PC Network Support Tech 3**

* Installs, troubleshoots, services, and repairs PC desktops and workstations, printers, peripherals, and related PC software under guidance of IT staff, Security compliance and procedures and policies.
* Provides new installations, sanitizations, testing and special projects as needed.
* Provides support to users and troubleshoots/resolves problems. Instructs users in the use of personal computers and networks.
* Responsible for maintaining acceptable levels of customer satisfaction while adhering to established policies.
* Position spends significant portion of the day in the field supporting offices, troubleshooting and moving equipment.
* Position requires excellent communication skills and patience with customer.

**July 2017- Dec 2019 L3Harris Technology Int.**

**Torrance, CA**

**Position: System Test Technician**

* Support of development engineering activities such as design, test, checkout, fabrication, modification, and assembly of electronics and Electro-mechanical systems.
* Assembly, modify and test Engineering model devices, traveling tube test equipment (cabinet) and knowledge of analog and digital theory.
* Applications included analog, digital and/or video type circuits and logic systems. Guidance is readily available from superiors or Engineer department for first build unit.
* Experienced in using Oscilloscope, Spectrum Analyzer, hand-held voltage meter, Hi-Pot Test, DC-AC digital power supply, and automation test system.
* Environmental testing and simple developmental engineering tasks. Performs routine operational tests and fault isolation on development systems and equipment to ensure conformance with design specifications.

**July 2016- July 2017 Section 356 – Electronic Manufacturing, Packaging**

**Jet Propulsion Lab (NASA-JPL)**

**Pasadena, CA**

**Position: Engineering Development Technician 3**

* Support of development engineering activities such as design, test, checkout, fabrication, modification, and assembly of electronics and Electro-mechanical systems, solar array, mechanic and hydraulic landing system.
* Fabricating and assembling high quality/high reliability wire harnesses and electromechanical assemblies. Perform spacecraft assembly in final integration at Military Air force Space.
* Applications included analog, digital and/or video type circuits and logic systems. Guidance is readily available from superiors or Engineer department for first build unit.
* Programming firmware upgrade of control boards.
* Environmental testing and simple developmental engineering tasks. Performs routine operational tests and fault isolation on development systems and equipment to ensure conformance with design specifications.
* Diagnoses and isolates malfunctions down to component level. Conducts defined engineering tests and collects data as assigned.
* Normally assigned in area such as development, engineering, test equipment design, or the like.

**Oct 2012 – July 2016 Zodiac Aerospace Systems**

**Brea, California**

**Position: Content IFE Technician/ IT help desk.**

* Support to Engineer with new design, provide feedback, suggestion, equipment requirements that meet all customer requirements for each project that meet all standard of individual customer.
* Editing, verification display content, commercial advertisements, and movies before loading to aircraft server.
* Software Remote Upgrade of Airplane Cockpit and Lighting System, Electrical power System, Inflight Entertainment IFE products such as 15”, 17”, 19” RAVE (RDU), System Control Unit (SCU), Wi-Fi Hotspot Amplifier (WCU), Handsets, Media onboard broadcasting system.
* Using Linux/Ubuntu to remotely updates data system contents.

**Language:** English, Vietnamese.