**Min Chin**

IT Support Technician

Dublin, California | minchin903@gmail.com | 925-549-9619 | linkedin.com/in/minchin903

Professional Experience

**IT Technician: Murphy McKay & Associates- Walnut Creek, CA Jan `2020 – Present**

• Part time Job working 1 to 2 days a week. I install, customize and maintain PC/LAN systems for tech companies

in the San Francisco and Silicon Valley i.e. Salesforce, Gusto, Affirm, SF dept. of Housing and Bank of the West.

• Finding solutions to resolve technical support issues with low to medium complexity and collaboration with IT

departments & customers to support their policies, methodologies and IT infrastructure.

**CRE Generalist: Z-Rental- Berkeley, CA June `2007 – Present**

• Resolved basic technical support issues, like network connectivity issues, PC/Laptop operating system issues.

certifications

Google IT Support Engineer: Coursera

Certified Application Security Engineer: EC-Council

SOFT SKills

Communication, active listening, emotional intelligence, problem solving, creativity, teamwork, business negotiation, rapport building.

Tech SKills

Operating Systems: Windows 10, Mac, Linux

Office 365: Excel, PowerPoint, Word

Programming Languages: Python, JavaScript, SQL

Education

University of California at Davis, BA 2005

Laney College, Oakland, California AA 2002

Languages

English, Korean, Spanish

Hobbies

Reading, photography, running marathons, flying, building web applications.