**Josiah Nguyen**

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**OBJECTIVE**

To acquire a position in the technology industry where I can make a positive contribution utilizing my skills and experience.

**SKILLS**

* A+ Certified Computer Technician
* Researching and analyzing information to complete projects on time
* Good communication and interpersonal skills within all levels of an organization
* Highly effective in a team setting and as an independent worker
* Proactive and effective in a fast-paced environment

**EXPERIENCE**

**Internal Revenue Services**

Network Technician, April 2019 - September 2019

* Design, documents and test additions, enhancements and changes to the network.
* Responsible for assessing new data networking technology for applicability to the network and provide engineering support to Network Operations for problems within the network.
* Knowledge of network design and/or architecture experience in a multi-router, multi-location, multi-protocol environment and experience with the operation and troubleshooting of networks.
* Supported, setup and troubleshoot VOIP phones and the systems supporting it.
* Run cables in offices, data centers and IDF closets ranging from RJ11, RJ45, 110 blocks and 66 blocks.
* Coordinated 3rd party contractors to work inside government facilities and oversee work done on site.

**Coupang**

Onsite Technician, October 2018 – February 2019

* Provided onsite client support to troubleshoot and resolve software problems.
* Onboard users, configuring computers and adding any additional hardware requests that they made.
* Support VPN, VOIP, VC and Networking hardware and software.
* Managed, stocked, tracked hardware coming in and out of our system.
* Repair faulty equipment out of broken and returning out of warranty computers into stock.
* Evaluate and resolve security risks to end users.
* Ensure users are up to date on OS, software and security software.
* Supported Windows 7, 10 and Mac OS High Sierra.

**Skytap**

Onsite Technician, June 2018 – August 2018

* Provided onsite client support to troubleshoot and resolve software problems
* Onboard user via Jamf, configuring computers and adding any additional hardware requests that they made.
* Managed, stocked, tracked hardware coming in and out of our system.
* Evaluate and grant access to third party applications and software to end users.
* Evaluate and resolve security risks to end users.
* Supported Windows 7, 10 and Mac OS High Sierra.

**Phillips**

Onsite Technician, 2017 – 2018

* Provided onsite client support to troubleshoot and resolve software problems
* Onboard user by imaging, configuring computers and adding any additional hardware requests that they made.
* Coordinated packing and shipping of parts and computers to remote users and insuring the requested items got there.
* Managed, stocked, tracked hardware coming in and out of our system.
* Supported Windows 7, 10 and Mac OS.

**Unisys**

Field Service Technician, 2016 – 2017

* Provided onsite client support to troubleshoot and resolve technical problems.
* Tested and repaired technical and hardware issues on Laptops, Desktops and All-in-ones.
* Contacted and scheduled appointments with customers, adjusting and rescheduling as necessary.
* Build strong customer rapport during the entire process – fixing, testing and quickly resolving issues while providing the best possible customer service experience.
* Managed and documented tasks and activities in HP’s ticketing system (Structured Records Management Solution) and coordinated with Dell Service Provider Queue for ordering parts to ensure a quick resolution.

**Boeing**

Manufacturing Line Support, 2016

* Interfaced directly with customers, inquiring about PC issues, troubleshooting or replacing hardware as needed
* Re-imaged corrupted computers, rebuilt user profiles and correctly installed software to ensure business functions.
* Troubleshoot problems, created tickets and fully documented work on HP Service Manager, resolving software and hardware issues.
* Monitored factory floor and flight lines to provide desktop side support.

**Centennial Job Corps**

Computer Technician, 2014 – 2015

* Installed, configured and optimized the use of Microsoft Windows XP, Vista, 7, 8 and 10 Operating Systems.
* Installed, upgraded, configured, replaced and maintained desktop and laptop hardware and peripherals.
* Ensured professionalism of student workers, writing up and documenting violations.
* Documented and checked out tools, computers and parts being used.
* Learned to configure basic PC and network security policies.
* Trained in the use of Microsoft Office and DOS command line utilities.
* Followed basic ESD safety policies.

**TRAINING**

* CompTIA A+ Certification, IC3 Certification and OSHA 10 Certified