**Bryan Dang**

**8891 Palos Verdes Ave       Mobile# (714) 804-9202  
Westminster, CA 92683                                       Email:** [**setobryan@gmail.com**](mailto:setobryan@gmail.com)

**Summary:**   
  
Customer Service Sales and Desk/Technical Support with 9 years of experience

**Skills:**

* Proficient with Microsoft Office 365, Excel, PowerPoint, Vscode, Windows 7 and 10
* Word Processing
* Fix and repair internal motherboard problems (virus removal, diagnosis, recovering lost data, recovering bad drivers, data recovery and transfer
* PC hardware and software configuration
* Basic/DNS/Wireless network troubling shooting
* Call Center/Tech Support
* Upgrading Windows 7 to Windows 10
* Active Directory/Remote Access
* Configuring and troubleshooting desktops, laptops, and printers
* Knowledgeable of the functionality of a computer
* 60-80 wpm
* Knowledge and troubleshooting Apple Mac systems, MacBook’s, IPads, IPhone. And Apple OS.
* Knowledge of JavaScript, C++, HTML
* Knowledge of Cherwell, Service Now, Zoom, Citrix Server, EMR-EPIC

**Work Experience:**

04/2020-Present- Consultant Information Services (Contract) at UCI Medical Center in Orange

* Troubleshooting and installing software (zoom, UCI apps, etc.) via software center on apple IPad
* Re-image Windows 7 to Windows 10
* Utilizes UCI’s Service Now, a ticketing software, to obtain tickets and resolve technical issues for the staff on the UCI hospital campus
* Troubleshoot outlook, network/LAN problems, networking printers/computers using TCP/IP
* Hardware Breakdown, installing new printers, monitors, drives and software on elite desktops, laptops, etc.
* Utilizes Epic to troubleshoot login problems, printers’ errors, etc.
* Communicate via phone and email/ remotely with medical staff to trouble/ diagnose computers (MacBook’s, IPADS, Windows PC/Laptops), printers, connectively LAN/Ethernet problems

01/2020-03/2020-IT tech support for/Call Center in Downey, California for LA County Elections

* Set up BMD devices for LA county voters
* Receive 50-100 calls/hrs., reset’s team password for access to shiftboard app, call/send dispatch team to deliver missing accessories/equipment for BMD devices,
* Provide proper instructions over the phone to team members to set up BMD devices
* Provide call support/utilizes Cherwell, a software to create a ticket number to resolve problems on BMD devices, call dispatch team to replace and resolve BMD’s devices
* Communicate with team leads and supervisor via phone support for any technical issues LA voters are having, ex: problems logging in to vote, printing out ballots, LAN/networking problems, etc
* Setup ePollbook (Ipads) attach with accessories and bam printers attached to the device
* Set up access port/Router/LAN to connect the BMD device to the ATT network

05/2018-12/19- Desk Operation Specialist at Radiology Department for Mayo Clinic in Phoenix, AZ

* Provide services on checking in patient for their appointments time for their medical exams, reschedule patient’s appointment times via phone
* Utilizes EPIC- EMR application to check in patient’s apt times, reschedule patient’s apt times, update/input/forward schedules and medical records info to patients and doctors per request
* Provide call support to verify medical insurances, ABN forms, medical payments and also when patient is checking in-person
* Provide call support to inform patients of their upcoming examination dates, consultation appointment times with their doctors
* Provide technical support /resolve problems to patients, doctor, and nurses via phone in regards to having problem in accessing: patient’s medical records on EMR, problems accessing medical results on mayo clinic’s medical app/software
* Resolve patient’s issues such as verifying patient’s medical information, problems registering patient’s information on Mayo clinic databases via telephone and email to team leads/supervisors
* Utilizes Mayo Clinic’s ticketing software to call patient back to resolve their technical issue with the Mayo Clinic’s medical application/software and to follow up with doctors having problems with accessing patient’s medical information on the EMR, EPIC software
* Work with IPads, showing patients how to access their medical records
* Worked with Windows 10, Microsoft Office 365, and Adobe Acrobat software for all Mayo Clinic employees
* Utilizes LogMeIn to help customers remotely dealing with accessing their medical records on the Mayo Clinic software.

08/2013-06/2015: Computer System Salesman Associate at Micro Center in Tustin, CA

Duties

* Provide product knowledge and participate in continued sales, vendor and product training.
* Sell and accessorize customers with their purchases.
* Sell & Present computer desktops, accessories, laptop, TV’s and service warranties to customers
* Provide general knowledge of software, windows, Apple OS, etc. in order to help and sell to customers
* Provide technical support via phone and email to help customers with question regarding technical issues they are having with their purchases, laptops, computers, printers, tablets, and speakers
* Provide calls and emails to customers to if they want to apply for a microcenter rewards card
* Utilizes the POS to create a ticket number for laptops, computers, printers, and TV’s repairs for customers
* Follow-up with customers via phone about their computer purchases, and upcoming service and repair times
* Upgrading Windows software for customers
* Logs and tracks calls/incidents using Service Desk solution database (Cherwell). Configure and troubleshoot LAN/Ethernet hardware/ software problems. Provided tech support follow up to customers

06/2006–06/2013: Computer Sales Associate, Customer Service, and Service/Help Desk Tech at Fry’s Electronics Fountain Valley, CA

Duties

* Setting up new laptops and desktop for demos which includes: creating administration login, configuring IP address, configuration printers from the POS system, cables installation for video/internet/sound, software installation-antivirus removals
* Configuring and troubleshooting desktops, laptops, MacBook, IPads, etc., and printers
* Sell computer desktops, accessories, laptop, and service warranties to customers
* Provide technical support via phone and email to help customers with question regarding technical issues they are having with their purchases, laptops, computers, printers, tablets, and speakers
* Utilizes POS system to create a quote/ticket number for customers who wants to have their laptops, desktop, printers, tablets, and TV’s repair
* Provide calls via emails support to vendors to order replacement parts for customers’ laptops, TV’s printers, etc. for repair
* Provide calls and emails to customers if they want to apply for a Frys rewards card
* Follow-up with customers via phone about their computer purchases, and upcoming service and repair times
* Upgrading Windows software for customers
* Configure and troubleshoot LAN/Ethernet hardware/ software problems. Provided tech support follow up to customers

**Education:**

05/2011: AS (Associate of Science Degree in Biology) at Orange Coast College  
  
06/2013: BS (Bachelor of Science Degree in Community Health at California State University, Dominguez Hills, CA  
  
06/2017: Certificate Degree in Radiology Technology at Harbor-UCLA Hospital in Carson, CA

01/2020: Certificate Degree as a Full Stack Developer at Redwood Academy, Santa Ana, CA

**Certifications:**

* Certification in Fluoroscopy/Venipuncture at Harbor UCLA Radiology School
* Limited X-Ray License (Arizona) Jan 2023

**Languages Spoken:**

* Bilingual: English and Vietnamese

**References:**

* Tom Daleabout, Program Analyst Manager at UCI Medical Hospital – (714) 371-7728
* Abdul Sarnor, Instructor at Redwood Academy – (267) 269-9739
* Karrie Reis, Desk Supervisor at Mayo Clinic Hospital - (480) 213-7720
* Christian Olexa, Retail Sales Manager at Microcenter - (714) 566-8500; email: [colexa@microcenter.com](mailto:colexa@microcenter.com)
* Leo Sanchez, Computer Supervisor at Fry’s Electronics – (714) 378-4400