**Kenny Tran**

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**Objective:**

Enthusiastic Technical Support/IT Support with 1 year of customer service, seeking to challenge my critical thinking skills and expand my knowledge in the IT field. My main goal is to obtain a position where I can utilize my education to contribute to the company’s operations.

**Education:**

**Platt College, Anaheim, CA**

Associate of Science in Information Technology, 3.62 GPA

National Technical Honor Society

**Employment History:**

**J. Morita USA, Irvine, CA** – *Large Equipment Technical Support* 05/2018 – PRESENT

* Product subject to service: Dental X-Ray equipment (Digital Panoramic X-Ray, 3D Cone Beam CT X-Ray), Dental Laser Equipment, Dental Chair, and i-Dixel & i-Dixel Web software
* Provide support to customers or dealers via phone, remote desktop, and e-mail (Avg. 15-30 calls a day)
* Create and provide video tutorials for clients and basic training on how to operate x-ray units
* Install i-Dixel software and SQL Server 2014 on laptops for new-hire technicians
* Create and update customer profiles for future ticketing and workflow automation
* Perform upgrade of Windows 7 to Windows 10 workstations

**BEYOND Technology Education, Chino Hills, CA -** *IT Support* 10/2017 – 04/2018

* End-User support for ~100 users (Windows 7/8.1/10, MAC OSX, Chrome OS, Android, and iPhone)
* Provide proper maintenance of workstation, printer, and peripherals.
* Replace damaged bulbs in Epson Projectors
* Repair and replace Chromebooks:
* Damaged LCD Screen
* Keyboard and Touch Pad
* Motherboard and Power Supply
* Manage Google G Suite & Windows Server 2008: Active Directory Users and Computers:
* Create accounts for new staff
* Reset passwords
* Disable user accounts

**Fry’s Electronics, Fountain Valley, CA -** *Software Sales Associate* 12/2015 – 06/2017

* Achieve daily sales goal by selling and promoting new or popular products and services
* Describe merchandise of the product and explain use, operation, and care of the product.
* When out of stock of wanted items, ensured that the customer received proper service by checking stocks of other stores, calling and placing online orders to ship.
* Position products on shelves and endcaps with signage to boost sales while keeping products clean