Andrew Huy Tran

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**Summary**

A highly motivated IT Specialist with expertise in the field of business to support fast-paced companies. Driven and self-motivated with an ability to analyze and solve complex problems. Possessing many traits that support teams to accomplish business goals. Looking to contribute and be involved in the long-term growth of a company by applying skill, knowledge, and experience.

**Education**

**San Francisco State University, San Francisco, California** *May 2017*

Bachelor of Science in Business Administration: (Information Systems)

GPA – 3.4

**Technical Skills**

* ERP Software
* Cloud ticketing systems
* Remote Support
* Office 365
* OneDrive
* Networking (VPN, Routing, TCP\IP, OSI)
* Citrix

* Visual Studio (C#)
* Windows OS / MAC OS
* Active Directory
* Outlook Exchange Servers
* VOIP
* Mobile Device Management
* Audio / Visuals

**Professional Experience**

**Panasonic Avionics**

*Lake Forest, CA 9/16/19 – 2/17/20*

**Desktop Support**

* Completed a wide range of problem tickets from the KACE Agent ticketing system
* Pre load software for end users (engineers, accountants, compliance, etc.)
* Resolve hardware issues that was brought in. Replace batteries and troubleshoot issues. Call in Dell Tech for further issues.
* Remote Support for issues regarding software, installs, windows updates, active directory and mapping local folders
* Help end users with Multi Factor Authentication for security
* Maintained printers, ink, zebra printers, any label printers
* Deployed and ordered new computers for employees also setting them up with specified software
* Set up workstations for new employees with all requested equipment and software
* Upheld IT infrastructure for 7 buildings.
* Support 1000+ end users in team environment
* Collected old or new company assets also redeploying them
* Collect and discard E waste to maintain company privacy
* Part of front help desk support rotation

Projects:

Helped in the support of companywide migration from Windows 7 to Windows 10.

Helped provide assets for ends users to work from home regarding the COVID-19 pandemic

**Behr Process Corporation**

*Santa Ana, CA 2017 – 2019*

**IT Support Specialist**

* Provide technical support through the phone queue to over 500 users. First point of contact.
* Use Active Directory for maintaining passwords, accounts, and AD groups.
* Install software for end-users (MS Office 365, SAP GUI, Lotus Notes, third party applications)
* Use Service Now Ticketing system for inputting detailed information ranging from Tech 1–3 level
* Direct information to IT business teams
* Escalating and resolving Priority 1 companywide issues
* Overview Network Operations Center
* Adding solutions and guides into the Local Knowledge Base
* Assist end-users remotely with any technical issues: Audio/Visual, Software and Hardware
* Maintaining IT Service Mailbox with email related requests
* Run Daily EDI reports (Supply Chain Check)
* Use HEAT to maintain account information
* Enabled and trained user on Multi Factor Authentication

Projects:

Played an instrumental role in companywide migration from Windows 7 to Windows 10 by providing end-user training and support.

Helped monitor companywide phishing email attacks and enabling Multi Factor Authentication for users

Provided training and support for new kiosk roll out

**Nederland Hillcrest Apartment**

*Nederland, Texas 2013 – 2015 (Summer)*

**Network Admin**

* Setup Private Network & Remote Access
* Setup Peripherals (Printers, Cloud Servers, Workstations)
* Proficient in QuickBooks, Quicken and MS Office
* Compiled Rent Roll
* Configure third party applications
* Accounting, bookkeeping, and administrative duties
* Managed scheduling backup of company data
* Maintain the Network & Cloud Server

**Achievements**

SAP Certification from San Francisco State University