**CHRIS LUONG**

(253) 514-7157 | colowl@comcast.net

**CAREER SUMMARY**

Experienced and knowledgeable information technology professional seeking to contribute training and acquired skills within a help desk support role. Works well independently or in a group setting, providing all facets of computer help desk support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing customer and end-user help desk support. Easily identifies and resolves technical issues and concerns. Excellent communication and presentation capabilities.

* Microsoft Office Suite
* AWS SAA
* Linux OS
* Javascript

**PROFESSIONAL EXPERIENCE**

**AWS SAA** / TLG Learning Accelerated program **10/05/21-11/05/21**

* Experienced in Automated resource creation process using **CFT, JSON, Bash and Python scripts**through pre-boot and bootstrapping process
* Hands-on experience on implementing **Cloud Solutions** using various AWS Services including **EC2, VPC, S3, Glacier, EFS, AWS Kinesis, Lambda etc.**
* Designing and deploying scalable, highly available, Secured and fault tolerant systems on AWS
* Estimating **AWS costs** and identifying cost control mechanisms
* Supporting Local System Administrators to troubleshoot Configuration Management Network issues.
* Arranging access for all personnel to all computer systems and programs

**Bus Driver** / Mirabella  **11/25/20-12/05/21**

* Comply with traffic regulations to operate vehicles in a safe and courteous manner
* Follow safety rules as students board and exit buses or cross streets near bus stops
* Check the condition of a vehicle's tires, brakes, windshield wipers, lights, oil, fuel, water, and safety equipment to ensure that everything is in working order

**School Bus Driver** / Northwest Schools **03/21/19-01/06/2020**

* Drive gasoline, diesel, or electrically powered multi-passenger vehicles to transport students between neighborhoods, schools, and school activities
* Maintain order among students during trips to ensure safety
* Read maps and follow written and verbal geographic directions
* Report any bus malfunctions or needed repairs
* Report delays, accidents, or other traffic and transportation situations, using telephones or mobile two-way radios
* Regulate heating, lighting, and ventilation systems for student comfort

**Help Desk** / Tacoma Community College  **01/10/16-01/05/2017**

* Answer user inquiries regarding computer software or hardware operation to resolve problems
* Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support
* Enter commands and observe system functioning to verify correct operations and detect errors
* Inspect equipment and read order sheets to prepare for delivery to users

**EDUCATION**

**Associates in Networking and Cybersecurity/**Tacoma Community College, Tacoma WA

**Bachelors in Politics, Philosophy and Economics/**University of Washington, Tacoma WA