**NICK VONGSAVANH**

18865 Damasco Street, West Covina, CA 91792

(626)361-3584 ▪ nvong.1987@gmail.com ▪ [LinkedIn](https://www.linkedin.com/in/nickv1225/)

A highly driven Information Technology Support Technician who is eager to learn and overcome new challenges. Recognized as a resourceful fast learner, strong team player, and demonstrated performer with an expertise in providing superior customer service. I am aiming to leverage my skills to grow with a dynamic, progressive, and innovative organization.

**CORE STRENGTHS**

* Customer service/support
* On-site/remote troubleshooting
* Office 365 and Azure
* Active Directory, DNS, and DHCP
* Work efficiently and effectively
* In-depth technical knowledge of Microsoft Windows 7, 8, and 10
* Manage virtual machines
* Install, repair, and maintenance
* Technology proficiency

**PROFESSIONAL EXPERIENCE**

**DMV IT Solutions Washington, D.C.**

**Information Technology Support Technician (Remote Internship) Aug 2020 – Present**

* Oversee virtual IT labs for students.
* Construct new virtual machines with Hyper-V, VMWare, and VirtualBox.
* Coordinate with leadership in learning content management tasks.
* Utilize ticketing systems such as Spiceworks to respond to various tickets.
* Distribute research projects and moderate technical forums.
* Migrate user settings to Windows 10 from Windows 7, 8, and 8.1 with User State Migration Tool.
* Apply Windows Deployment Services prior to distributing Windows 10 to clients’ machines.
* Manage users’ accounts by implementing Office 365, Active Directory, and Azure.

**Camali Corporation Lake Forest, CA**

**Field Technician Jul 2019 – Present**

* Constructed, maintained, and relocated network cabinets for various vendors.
* Configured static IPv4 addresses onto Network Video Recorder and Uninterruptible Power Supply.
* Performed survey assessments on Campus Area Network regarding Building Distribution Frames and Intermediated Distribution Frames.
* Performed maintenance on environmental monitor by using Packet Power.
* Utilized TeamViewer, Discord, and Microsoft Teams for remote troubleshooting and team support.

**Digicom Networks Inc. Corona, CA**

**Field Technician Apr 2013 – Jun 2019**

* Provided thorough field training to new hires, understanding the different projects such as Main Distribution Frames, Intermediate Distribution Frames, and Private Branch Exchange.
* Assembled and installed communication equipment such as data and telephone communication lines, wiring, switching equipment, wiring frames, power apparatus, computer systems, and networks.
* Performed reimage, upgrade, and recovery for Windows 7, 8, and 8.1 on customer workstations.
* Configured static IPv4 addresses to workstations, printers, and gateways.

**VOLUNTEER EXPERIENCE**

**Advantage Solutions: Sales, Marketing, Technology Santa Ana, CA**

**Information Systems and Technology Specialist Jun 2019 – Jul 2019**

* Provisioned desktop, mobile hardware, and supported applications.
* Assisted with testing and training for application, hardware deployment, and recovery processes.
* Utilized a web-based ticketing system such as Zendesk to support the company’s associates, clients, and vendors to record various incidents.
* Utilized Active Directory to store user’s authentication regarding to policy, permissions, and licenses.
* Troubleshoot laptop hardware by swapping out memory storages and performed memory upgrade.
* Installed Mobile Iron on mobile devices such as Android and iOS prior to deployment.

**EDUCATION**

**Rio Hondo College Whittier, CA**

**Computer Information Technology May 2019 – Present**

**Certifications**

* A+ Certification
* MCTS 70-680 (Windows 7)
* Technical Support Fundamentals ([Coursera](file:///C:\Users\nvong\OneDrive\Desktop\coursera.org\account\accomplishments\verify\4DKGE8964VD))