## OBJECTIVE

To obtain a full-time position performing IT support work.

## EDUCATION

## 

## CITY COLLEGE OF SAN FRANCISCO 08/2019–12/2020

## Associate of Science in Computer Networking and Information Technology, GPA: 4.00 San Francisco, CA

## Competency Area: Computer Technical Support

## Institutional Honors: High Honors

## 

## CITY COLLEGE OF SAN FRANCISCO 12/2020

## Certificate of Accomplishment in Fundamentals of Networking San Francisco, CA

## THE STRIDE CENTER 09/2018–02/2019

## CompTIA A+ Certification course Oakland, CA

## 

## UNIVERSITY OF CALIFORNIA, SAN DIEGO 09/2004–06/2007

Bachelor of Science in Electrical Engineering, GPA: 3.34 San Diego, CA

Depth: Electronics Circuits and Systems

## ORGANIZATION

## THE NATIONAL SOCIETY OF LEADERSHIP AND SUCCESS (Honors society) 10/2020–Present

## Member

### WORK EXPERIENCE

## CALIFORNIA PUBLIC UTILITIES COMMISSION, SAN FRANCISCO, CA 10/2017–04/2018

*Information Technology Services Division*

Information Technology Specialist I

IT Service Desk

* Checked the computer description of desktop computers
* Checked out laptop computers (let the user fill out form to sign out the laptop computers)
* Checked in laptop computers (let the user fill out form to sign in the laptop computers)
* Checked out projector (let the user fill out the form to sign out the project)
* Reimaged a computer (set the computer description, joined computer to domain, added account to a group, made sure Windows is activated, registered software)
* Configured computer name, computer description, perform Windows Updates, set up the desktop icons on a laptop computer
* Deployed an image on a laptop computer from a USB drive
* Found out the computer description of desktop computers
* Tested multi-factor authentication for VPN and VDI access
* Resolved a ticket using an online ticketing system (taught user how to adjust the properties of a LCD monitor)
* Resolved tickets for people who needed assistance with multi-factor authentication. Guided people over the phone on how to set up multi-factor authentication and get it working
* Assisted in delivering monitor and desktop computer to user. Assisted in setting them up
* Assisted in setting up a projector, laptops, and a switch

Enterprise Services and Operations

* Edited the description and job title of Active Directory (AD) accounts
* Pinged servers to find out their connectivity
* Found out the IP addresses of servers
* Enabled, disabled, and deleted AD accounts
* Created AD accounts based on form received
* Contacted liaisons to ask if AD accounts can be deleted
* Changed domain administrator password
* Renamed domain administrator account
* Deleted AD objects (servers)
* Asked to create form to delete AD accounts
* Checked repository to find any records of old accounts
* Renamed local administrator accounts of servers and set password on them
* Recorded AD accounts that have been deleted on a spreadsheet
* Deleted AD objects in AD

Network

* Configured laptop computers for Wi-Fi connection to a network
* Configured NETGEAR switch (set port to access mode, disabled ports, set port to truck, set the description, set the password, assigned VLAN to each port)
* Configured Juniper switches using Junos OS
* Installed Junos software using CLI
* Set up loopback, DHCP forwarder, set up password, make the backup partition the same as the primary partition in terms of the version of the software being installed
* Created a virtual chassis with two Juniper switches
* Edited instructions on configuring laptop computers (Windows 7 and Windows 10 operating systems) for Wi-Fi connection to a network
* Configured web filter for web browser for Windows computer

Security

* Reviewed Business Continuity Plan and Disaster Recovery Plan
* Reviewed Incidence Response Plan
* Integrated an existing Incident Response plan into an information security policy template
* Received Palo Alto Firewall training (Udemy.com)
* Found out if AD accounts were administrator accounts or not
* Received Windows Server Domain Administration training (Udemy.com)
* Learned and tested group policies in a virtualized environment
* Found out if computer accounts and user accounts are still needed (contacted people)
* Used Oracle VM VirtualBox (Windows Server 2008 R2, joined a Windows 10 computer to the domain)

## CITY AND COUNTY OF SAN FRANCISCO, SAN FRANCISCO, CA 07/2017–10/2017

*San Francisco Airport Commission*

IT Operations Support Administrator II

* Resolved tickets in Axosoft regarding Unifier (Oracle Primavera) accounts (created Unifier accounts, added accounts into certain projects and groups, unlocked Unifier accounts, reset Unifier account password, and etc.)
* Called people over the phone to get more information regarding the tickets in order to resolve the tickets
* Budgeted projects in Unifier (change management)
* Created PDF files of the information found in Axosoft tickets
* Installed software such as Microsoft Visio and Adobe Acrobat on users’ computers

## CITY AND COUNTY OF SAN FRANCISCO, SAN FRANCISCO, CA 09/2016–07/2017

*Department of Public Health (Information Systems)*

ZSFGH Systems group support

* Created accounts in AD using an electronic help desk ticketing system (help desk management system)
* Edited properties of accounts in AD such as Member Of groups, home directory path (created home directory path), and expiration date
* Added AD accounts to AD groups based on which network file directory does the user need access to
* Removed AD accounts from AD groups to take away their access to network file directory
* Called one who requests creation of AD account for needed information (e.g. which AD groups do the users’ AD accounts need to be in) in order to process the AD account request tickets
* Responded to ticketing system for account creation requests, found out what the user wanted, resolved issues, clarified AD account user’s name
* Disabled AD accounts
* Tracked and routed requests using electronic help desk ticketing system; forwarded tickets to the proper group of technicians
* Possessed experience working in health care environment
* Performed inventory of IT equipment such as blades and servers (got information such as the model, serial number, location, Inactive, etc.), inputted findings on spreadsheet
* Inputted data such as versions of operating system, IP addresses, and hard drive partitions into a Microsoft Access database (maintained asset management database)
* Created and organized folders in SharePoint
* Wrote instructions on how to resolve AD account requests, how to grant AD accounts access to a network file directory, and how to change the home directory path of a user’s AD account if the AD account is moved to a different Organization Unit in AD
* Created a template AD account, added the account into certain AD groups based on discussion, added the account into certain OU (Organizational Unit), and used the template AD account to create AD accounts
* Directed people to contact a certain person in order to get a feature added to his or her Invision LCR account

## SPACE AND NAVAL WARFARE SYSTEMS CENTER PACIFIC, SAN DIEGO, CA 09/2007–6/2016

*Engineer*

System Administrator

* Vulnerability scanned computers on a network and got rid of the vulnerabilities based on scan results
* Performed configurations on computers and servers in order to be Assured Compliance Assessment Solution (ACAS) scanned and then got rid of vulnerabilities based on scan results
* Installed software (Microsoft Office, Microsoft Visio, and Microsoft Project) on computers
* Troubleshot Host Based Security System (HBSS) software (McAfee) on computers
* Troubleshot network printers
* Created user and administrator accounts for users (Windows Server 2008 AD) on desktop computers on the network and laptop computers
* Edited and developed test procedures documents based on performing test procedures to configure a laptop computer in order to secure it and connect it to the network with required settings and software
* Tested Dell hardware (servers) to make sure they were functioning properly and generated a report for my testing
* Wrote and performed test cases for DOD Visitor and generated a report for my testing
* Assisted users who need support with accounts on desktop and laptop computers (resetting passwords, needing rights, unlocking AD accounts)
* Performed data transfers, filled out log sheets
* Downloaded latest anti-virus definitions and installed them on computers and servers
* Reviewed and edited engineering documents as a technical writer
* Audited user and administrator AD accounts on systems on a regular basis
* Created AD accounts and assigned rights based on qualifications, used a Microsoft Excel spreadsheet to track all users who has an account
* Created AD accounts, deleted AD accounts, set AD accounts to expire, enable AD accounts, and disable AD accounts as needed
* Deleted and modified AD accounts based on their qualification
* Installed Windows Updates (operating system patches) on computers and on numerous virtual machines on servers
* Installed and updated various application software on computers
* Labeled laptop computers to track who has administrator accounts on them and who is using each of the laptop computers
* Trained other system administrators on how to create user and administrator AD accounts
* Assisted user who needed technical support on computers (helping to connect to network using VPN)
* Performed inventory of numerous computer equipment under my custody
* Installed security programs and maintained their operations on computers
* Involved with patch management (writing query statements, testing software application using VMware)
* Led the effort in deploying Windows OS images from server to numerous new computers and registering them to a network (configured BIOS settings), pack, and deliver to employees
* Registered computers to a network, installed necessary security programs, and performed vulnerability scans on them

Organizational Property Administrator

* Transferred custody of assets to different custodians in a financial system of record
* Performed inventory of computer assets and created barcode stickers for them
* Fixed barcode numbers and serial numbers mismatches in a financial system of record (IT asset management)

Procurement Specialist

* Communicated with others to acquire information (obtaining a quote) needed to purchase items using a financial system of record
* Assisted in purchasing IT equipment
* Inputted acquired data (quantity of material, description, cost per quantity) to a financial system of record to make procurements (creating Purchase Requisitions)
* Inputted payment information to a financial system of record in order to make procurements
* Obtained signatures for received items
* Uploaded quotes, funding document, confirmation of receipt to financial system of record
* Assisted in modifying procurement documents
* Processed Goods Receipts and Goods Acceptance in financial system of record

Project Manager assistant

* Assisted the Project Manager in creating tasking statements
* Assisted the Project Manager in inputting data to a Microsoft Access financial database
* Took minutes of meetings

## NORTHROP GRUMMAN INTEGRATED SYSTEMS, RANCHO BERNARDO, CA 06/2005–09/2006

*Technical Intern*

* Built a model for an unmanned aircraft using Simulink
* Programmed Matlab scripts to trim the unmanned aircraft in flight simulation
* Tested the signals of engine models using scripts in Matlab and C to verify that the engine model in Xmath is the same as the engine model in Simulink

## LAGUNA HONDA HOSPITAL, SAN FRANCISCO, CA 06/2000–08/2000

*Sr. Storekeeper Assistant*

* Provided technical support to customers over telephone
* Assisted in troubleshooting Microsoft Windows 2000, Microsoft Office 2000 Professional, and Internet Explorer 6.0
* Managed the medical supply inventory and delivered goods in the hospital

### TECHNICAL SKILLS

### ∙ Ability to program in various programming languages including C, C++, Java, Verilog, VHDL, and Python

### ∙ Ability to analyze, solve, and program with Matlab and Simulink

* Proficient in Microsoft Office
* Took courses for the Cisco Certified Network Associate (CCNA) certification and performed study of CCNA book
* Gained hands-on networking lab experience (Cisco IOS) performing laboratory assignments for CCNA courses
* Started studying for the Cisco Certified Network Professional (CCNP) exam
* Took the VMware vSphere: Install, Configure, Manage [v6.5] course
* Red Hat Enterprise Linux (received in-class training on being a System Administrator using Red Hat Enterprise Linux)
* ITIL Foundation certified

### SKILLS

### 

### ∙ Ability to analyze and solve problems

### ∙ Ability to complete tasks on time

* Ability to organize, manage, and prioritize tasks
* Ability to multi-task effectively
* Excellent written and oral communication skills
* Ability to write and read Chinese
* Team player with leadership skills
* Respectful of people of all ages and backgrounds

### RELEVANT COURSES

### ∙ Computer Hardware, Computer Hardware Lab, Operating Systems Technologies, IT Customer Support, Introduction to Networks, Network Security, Internet Basics and Beginning HTML, and Windows 10 Technical Support