

Henry Phan

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EDUCATION

ARIZONA STATE UNIVERSITY	Polytechnic Campus	4.1 GPA	2024-2026
B.S. Information Technology, Ira A. Fulton Schools of Engineering			
<ul style="list-style-type: none">Senior with a concentration in Networking, secondary focus in Information SystemsFall 2024 and Spring 2025 Dean's List			
CHANDLER-GILBERT COMMUNITY COLLEGE	Pecos Campus	3.6 GPA	2021-2023
MyPath2ASU, Information Technology			
<ul style="list-style-type: none">Focus in Information Technology and CommunicationsPresident's Honor List, Vice President of FSM Club			

PROFESSIONAL EXPERIENCE

ARIZONA STATE SCAI IT DESKSIDE SUPPORT	Tempe, AZ	2024-Current
<ul style="list-style-type: none">Troubleshoot and diagnosed issues with various operating systems, such as Windows, Linux, and MacOSProvisioned and deployed computers, laptops, and servers, maintained equipment inventory in AirTableAutomated Linux systems provisioning and configuration using Bash scripts, cron jobs, and cloud-init configsUtilized and developed ServiceNow to organize and communicate with end users to resolve support requestsAdministered and maintained Linux systems for AI/ML research; served as a primary point of contact for Linux		
GODADDY IT SYSTEMS ENGINEER INTERN	Tempe, AZ	2025-2025
<ul style="list-style-type: none">Utilized ServiceNow, Active Directory, Okta, Intune, and Jamf for ticketing and user managementDelivered technical support to onsite and remote employees through Bomgar, ensured timely incident resolutionContributed to documentation, Jira tickets, and IT initiatives, including hardware refreshes and knowledgebasesAchieved low incident resolution times and upheld SLA compliance, contributed to positive user satisfactionProvisioned, deployed, and maintained laptops, workstations, peripherals, and VoIP devices		
BESTBUY GEEK SQUAD CONSULTATION AGENT	Chandler, AZ	2024-2024
<ul style="list-style-type: none">Performed functionality tests on various consumer products like desktops, laptops, IoT devices, and TVsConsulted with clients and provided detailed summaries of their device and the operations performedUpdated inventory and maintained accurate service records, including sensitive data and repair logsAnalyzed and diagnosed issues with devices, then discussed repair options, costs, and timelines with clientsOffered technical support and a wide range of services, including membership and protection plans		
CHANDLER-GILBERT ESPORTS LAB TECHNICIAN	Chandler, AZ	2023-2024
<ul style="list-style-type: none">Assisted in the uptime, cleaning, and maintenance of 50+ computers across two computer labsProduced and broadcasted live footage to online streaming platforms using Open Broadcaster SoftwareOffered guidance to students with technical issues, provided detailed commentary and actionable solutionsMonitored and managed game libraries across all systems, ensuring consistency and proper configurationInstalled computer hardware and redeployed systems with updated drivers and the accompany software		

CERTIFICATIONS/SKILLS

CERTIFICATIONS: Ed2go - Python 3 Programming, Red Hat - Linux Systems Administrator I
CODING/SCRIPTING LANGUAGES: Bash, Python, PowerShell, SQL, Java, JavaScript, HTML, CSS, PHP
SOFTWARE: Adobe Suite (Photoshop, After Effects, Premiere), Microsoft Office (Word, Excel, PowerPoint)
OPERATING SYSTEMS: Linux (Ubuntu, Debian), Microsoft Windows & Server, MacOS & iOS, Android
TOOLS: Active Directory, Intune, Amazon Web Services, Cloudflare, CLI, SSH, VPN, Jamf, Docker, ServiceNow, Hypervisors (Proxmox, Hyper-V, VirtualBox), Soldering, Hardware (Installation, Maintenance, Repair), CAD

LEADERSHIP & EXTRACURRICULARS

FIVE NODE HOME LAB CLUSTER Started October 2024
My home lab contains 5 servers, including a cluster of three hyperconverged SFF servers. All imaged with Proxmox VE and deployed with several LXC containers and virtual machines for cloud storage, media streaming, network-attached storage, smart home automation, CI/CD pipelines, MySQL and PostgreSQL. This hands-on experience has deepened my skills in system administration, virtualization, network management, and backup solutions.