

# Henry Phan

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## EDUCATION

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

## PROFESSIONAL EXPERIENCE

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

## 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.