

# Hongkun Guan

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## Education

University of California, San Diego

San Diego, CA

Bachelor of Science in Computer Science

Sept 2021 – Dec 2023

- **Relevant Coursework:** Data Structures & Algorithms, Machine Learning, Operating System, Web Programming, Computer Security, Computer Architecture

## Technical Skills

**Operating System:** Windows, MacOS

**Network:** TCP/IP, DNS, VPN, LAN/WAN

**Hardware:** Troubleshooting desktops, laptops, printers, and peripherals

**Software Tool:** Active Directory, Office 365, Help Desk Ticketing

**Programming Language:** Python, JavaScript, C++

**Virtual Lab:** Virtual Box

**Language:** English (Working Proficiency), Mandarin (Native Proficiency), Cantonese (Native Proficiency)

**Certifications:** CompTIA A+ (Certified, Jan 2025), CompTIA Network+ (Expected May 2025)

## Experience

Desktop Support Intern

Jan 2024 - Apr 2024

Fangma Advertising Ltd.

Jiangmen, China

- Provided troubleshooting and support for desktop computers, printers, and mobile devices, and performed routine maintenance on devices.
- Assisted 10+ colleagues with device setup, application configuration, and general troubleshooting

Tech Support Volunteer

Mar 2020 - Apr 2020

Tzu Chi

Oakland, CA

- Assisted elderly people in understanding and operating mobile devices, including smartphones and tablets.
- Provided guidance on using essential applications such as email, messaging, and video calling platforms.

## Projects

VMware HomeLab

Jan 2025 - Present

- Configured a VMware-based homelab environment with a Domain Controller (Windows Server 2022) and set up two client machines (Windows 10).
- Set up and managed **Active Directory** to handle user authentication and access control, and **Group Policies** to enforce security and system configurations across the domain
- Configured a **DHCP Server** to dynamically assign IP addresses to client devices

Gaming PC

Oct 2024

- Assembled a gaming PC by selecting and installing compatible components including CPU, GPU, RAM, SSD, PSU, and cooling system
- Installed and configured Windows OS by using a USB drive with Windows installation files.

Support Ticket System

Jun 2024 - Sep 2024

- Developed a ticketing system using **MERN stack** to manage IT support inquiries efficiently
- Implemented **real-time WebSocket integration** for live chat and queue tracking
- Created an admin dashboard for managing, prioritizing, and responding to tickets efficiently.