



James Khoa Luu

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Dallas, TX 75044

Summary

Seeking to pursue a career at a fast paced company after recently obtaining the CCNA certificate. Adept in network configurations, troubleshooting and highly adaptive to changes in the IT field. Self-driven and motivated to complete any and all tasks assigned to me. Am passionate about the field and planning on acquiring more certifications while working to expand my talents by bringing my wealth of expertise to a well-established company.

Certifications

- CCNA Routing and Switching
- CCENT

Skills

- Troubleshooting
- Wireshark
- Cisco Routers
- Network configuration
- Computers and electronics

Education

High School Diploma

John B. Connally High School
Austin, TX
05/2014

Experience

Red Claws Crab Shack

Shift Lead | Dallas, TX 04/2019 to 03/2020

- Resolved customer complaints and reported issues to senior management.
- Completed opening and closing duties to facilitate business operations.
- Assisted with performance reviews to identify areas of improvement and devise proactive approaches.
- Cleaned work areas regularly to keep team efficient and eliminate any safety concerns.

Moi Vietnamese Grill

Shift Lead | Austin, TX 08/2018 to 02/2019

- Managed and mentored new staff members.
- Conducted weekly inventory, resolved discrepancies and completed paperwork to keep system accurate and current.
- Upheld company standards and compliance requirements for operations and cleanliness of all areas.

Services

Youth Group Leader

Holy Vietnamese Martyrs Catholic Church | Austin, TX 03/2019
- Present

- The Vietnamese Eucharistic Youth Society (TNNT) is a non-profit organization that serves to encourage the spiritual growth of children under the leadership of the Vietnamese Catholic church. TNNT aims to guide them in social and spiritual life through engagement of spreading the word of God and involvement in apostolic services that benefit not only the community but also themselves.