

# JOHN TRAN

## SKILLS

**Microsoft Office – Active Directory – VOIP – Antivirus –  
VPN – Virtualization**

## OBJECTIVE

**Pursuing a career in Software  
Engineering**

## EXPERIENCE

**Technical Support | Ooma | August 2018 – May 2019**

- Provide root cause analysis of new issues to engineering team.
- Identify bugs and possible service impairments based on call trends and customer feedback.
- Test newly fixed bugs prior to deployment by engineering team.
- Diagnose connectivity issues to improve call quality.

## PROJECTS

- Created a library simulator in Python that allows the user to check-out a book, album, or movie to its respective customer.
- Created a store simulator in Python where premium members can check out an item while also addressing the price and quantity available.

## EDUCATION

**B.S. Computer Science | In-Progress | Oregon State Univ**

**B.S. Public Health | August 2014 - May 2018 | San Jose  
State University**



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