**DUC LE**  
619-379-9300 | www.linkedin.com/in/ducleit | lerockandroy@gmail.com**SUMMARY OF QUALIFICATIONS**

Dedicated IT Technician and Computer Science student with over 4 years of experience in hardware/software troubleshooting, escalation of complex issues, and delivering Level 2 support. Proficient in C++, C#, Python, and PowerShell, with a proven ability to resolve routine and moderately complex technical problems. Skilled in following escalation procedures, documenting incidents, and leveraging internal/external training resources to enhance support processes. Committed to aligning technical solutions with team goals, optimizing performance, and providing exceptional customer service, as validated by Google IT Support and CompTIA PC Pro certifications.**EDUCATION**

Bachelor of Science (B.S.), Computer Science, San Diego State University (Expect 2028) GPA: 3.2

Associate of Science (A.S.), Computer Engineering, Greenville Technical College (May 2023) GPA 2.6

High School Diploma (H.D.), Diploma, Hoover High School (May 2014) GPA 3.5 **PROJECTS**

**Hardware Test/Activation (C#, PowerShell)**: a robust tool for comprehensive device hardware testing and activation, featuring a refurbishment interface and a boost mechanism to accelerate testing and drive higher refurb sale as an automation programming.

**Ic2sdk** (Swift UI): a streamlined diagnostic tool built with Swift UI for testing iPhone hardware tailored for refurbishment processes.

**Nails News** (Swift UI, API Services): a community-focused app that connects nail salon owners with nail technicians quickly and effectively, leveraging Swift UI and API services.

**Scanning COA** (C#, API Services): an efficient solution that uses C# and API integration to scan window COAs, expediting the activation process.

**SebriaOS** (ASM, C): an custom kernel structure to using C and ASM to compile and upload to GitHub

**Website (Kphstar.github.io):** Using HTML, JAVASCRIPT, GITHUB to design my own personal website leveraging GitHub custom design website.

**CORE SKILLS**

* Incident Escalation and Documentation
* Hardware and Software Troubleshooting (Routine and Moderately Complex)
* Network Configuration and Maintenance
* Customer Service and Level 2 Technical Support
* Programming (C++, C#, C, PowerShell, Python)
* Time Management & Problem Solving
* Training and Knowledge Base Contribution
* Performance Optimization and KPI Alignment**PROFESSIONAL EXPERIENCE**

**SENIOR IT AND COMMUNICATIONS TECHNICIAN**

**AER Worldwide, Duncan** • March 2022 – August 2023

* Diagnosed and Resolved routine and moderately complex hardware issue using Xerase Software, improving sell-through rates by over 50%
* Followed escalation procedures to coordinate with vendors and senior technicians for complex equipment failures, ensuring timely resolution
* Conducted site surveys to assess technical requirements, aligning solutions with project needs to support installations and upgrades
* Maintained details incident logs and transactions records, contributing to a knowledgeable repository for team reference.
* Repaired or replaced defective hardware, leveraging internal training resources to enhance technical proficiency

**Key Achievements:**

* Developed processes to identify high-quality IC components, boosting sales and operational efficiency.
* Streamlined cross-department collaboration, meeting KPIs for performance availability.

**IT TEAM LEAD**

**Computer2Kids, San Diego** • April 2018 – February 2022

* Provided level 2 support for desktop and laptop, troubleshooting routine and moderately complex issues to achieve 50% + sell-out targets.
* Installed and configured operating systems and software, following standard operating procedures to ensure system reliability.
* Diagnosed and escalated significant and complex hardware/software issues to vendors, documenting incidents and resolutions to knowledge base contribution.
* Developed training materials and led user education sessions, leveraging internal resources to enhance team and end-user proficiency.
* Supervise staff on special projects, aligning efforts with organizational goals to achieve 90% productivity

**Key Achievements:**

* Create a C# and PowerShell tools for hardware testing, streamlining support processes and boosting sale efficiency.
* Maintained detailed documentation of issues and solutions, supporting escalation procedures and team knowledge sharing.

**CASHIER**

**Nex Exchange, San Diego** • October 2016 – January 2017

* Processed payments, returns, and exchanges with accuracy using a POS system.
* Organized currency, verified authenticity, and maintained a professional appearance.
* Performed opening and closing procedures, including counting the cash register.
* Enforced store safety and cleanliness standards, reducing hazards.

**Key Achievements:**

* Delivered exceptional customer service, building strong client rapport.

**Certification**

* **Google IT Support Certificate (2025)**
* **COMPTIA PC Pro Certificate (2022)**