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

Skilled IT Technician and Computer Science with hands-on experience in hardware/software troubleshooting. Proficient in C++, C#, and networking technologies. Adapt to managing multiple priorities, training end-users, and resolving technical issues efficiently. Committed to continuous learning, professional growth, and delivering top-tier customer service.**EDUCATION**

Bachelor of Science (B.S.), Computer Science, San Diego State University (Spring 2028) GPA: N/A In-Progress

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

**Ic2sdk** (Swift UI): a streamlined diagnostic tool built with SwiftUI 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 SwiftUI 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

**CORE SKILLS**

* Communication & Teamwork
* Computer Hardware & Software
* Network Configuration & Maintenance
* Customer Service & Technical Support
* Programming (C++, C#,C,ASM,Python)
* Time Management & Leadership**PROFESSIONAL EXPERIENCE**

**SENIOR IT AND COMMUNICATIONS TECHNICIAN**

**AER Worldwide, Duncan** • March 2022 – August 2023 (Full-Time)

* Tested hard drives using Xerease Software and improved product sell-through by over 50%.
* Handled purchase orders (PO) under tight deadlines, coordinating with multiple departments.
* Conducted site surveys to determine technical requirements for installations and upgrades.
* Maintained records of daily data communication transactions and resolved issues promptly.
* Repaired or replaced defective equipment and programmed telephone instruments.

**Key Achievements:**

* Identified and processed IC components for higher-quality output and increased sales.
* Ensured compliance with company policies and streamlined cross-department collaboration.

**IT TEAM LEAD**

**Computer2Kids, San Diego** • April 2018 – February 2022 (Full-Time)

* Oversaw multitasking on desktops, laptops, and notebooks to meet 50%+ sell-out targets.
* Installed and configured operating systems, cables, and software for employee workstations.
* Diagnosed and escalated significant hardware/software problems to vendors and technicians.
* Hired, trained, and supervised staff for special projects, achieving 90% overall productivity.
* Created training materials and guided users in proper hardware/software usage.

**Key Achievements:**

* Developed programs for hardware testing and activation to boost sales efficiency.
* Maintained thorough documentation of technical issues and remedial actions.

**CASHIER**

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

* 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.

**Key Achievements:**

* Delivered exceptional customer service, building strong client rapport.