

Michelle Dang

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EDUCATION

Bachelor of Information Technology

October 2024 - Present

Western Governors University

Bachelor of Technology and Operations Management

August 2020 - May 2024

California State Polytechnic, Pomona

COURSEWORK

Business of IT - Applications | IT Applications | IT Foundations | Network and Security - Foundations

CERTIFICATIONS

ITIL V4 Certification- AXELOS Global Best Practice

December, 2024

CompTia A+

January, 2025

CompTia Net+

June, 2025

PROJECTS

Active Directory Enterprise Environment Simulation

- Installed and configured Windows 10 Pro and Windows 2019 Server in VMware Workstation Pro to simulate a corporate client environment.
- Set up network adapters, DHCP, and DNS on a Windows Server Domain Controller, replicating enterprise network infrastructure.
- Troubleshoot and managed user accounts via assigning OUs, creating security groups and GPOs

WORK EXPERIENCE

Data Entry Technician

August 2024 - Present

Social Services Agency | Santa Ana, CA

- Prioritized and managed multiple data entry tasks, ensuring timely and accurate completion under strict deadlines, while adapting to shifting priorities.
- Demonstrated a strong ability to quickly learn and adapt to new software systems, mastering MEDS, CALSAWS, and WMS to ensure accurate data entry for 18 different application types and efficient management of information.
- Communicated effectively with supervisors and team members to manage tasks, proactively offering support and taking on additional responsibilities to help colleagues meet deadlines when needed.