

Diệp Nguyễn Anh Khoa

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EDUCATION

Bachelor of Science: Computer Science, Graduated 12/2024

California State University – Long Beach | GPA: 3.9 [Verify Diploma](#)

- Summa Cum Laude
- Member of: [International Soccer Club](#), [The Tau Beta Pi](#) (The Engineering Honor Society)
- President's List: Spring 2022, Fall 2022, Spring 2023, Fall 2023, Fall 2024 | Dean's List: Spring 2024

Relevant Coursework: Operating Systems, Computer Networking, Computer Architecture, Cybersecurity

Certificates: Google IT Support by Coursera: [Verification on Credly](#)

Certification: CompTIA A+ : [Verification on Credly](#)

CAREER SUMMARY

- Motivated and detail-oriented IT Support Specialist with hands-on experience delivering technical assistance across **Windows**, **macOS**, and **Linux** platforms. Proven ability to diagnose and resolve a variety of **hardware**, **software**, and **networking issues** in educational and business environments.
 - Skilled in using tools such as **AnyDesk**, **Zoom**, and ticketing systems to support end users remotely. Recent projects include building a **Remote Support Toolkit** with a documented walkthrough simulating real-world troubleshooting scenarios.
 - Certified in **CompTIA A+** and **Google IT Support**. Adept at explaining complex technical issues to non-technical users and committed to delivering secure, efficient support.
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WORK HISTORY

Information Technology Support Specialist Tier 1

EduTech Group LLC | January 2025 – June 2025

- Provided technical support to staff and customers, diagnosing and resolving hardware and software-related issues to ensure seamless operations.
- Installed, configured, maintained computer systems and IT infrastructure, ensuring optimal system performance
- Assisted with system security, data backups, and user account management using **Active Directory & One Drive**.
- Managed IT assets, including inventory tracking and system maintenance using **Excel** and **Spiceworks**.
- Performed data backups and recovery procedures, maintaining system integrity and minimizing downtime risks.

Help Desk Student Assistant

California State University, Long Beach | September 2022 – December 2024

- Delivered Tier 1 technical support to students accessing university platforms, resolving issues related to login errors, password resets, application errors, and account permissions.
- Provided hands-on support for software troubleshooting (e.g., browser compatibility, cached data, access tokens) across platforms like **Handshake**, **CareerLink**, and **LinkedIn Learning**

- Maintained front-desk operations using **Microsoft Outlook** and **Zoom**, handling inbound support requests via email and chat, and helping ensure timely issue resolution.
 - Managed IT-related ticketing workflows using **Google Forms**, and **Google Sheets**, logging issues, prioritizing them, and escalating complex requests to IT staff
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PROJECTS

System Health Check Script with Alerts & Automation

[GitHub Repo](#)

Technologies: Bash, macOS Terminal, Cron, Email Utilities

- Developed an automated **Bash script** to generate daily system health reports on **macOS**, including CPU load, disk/memory usage, uptime, and running processes.
- Implemented alert detection for critical issues such as low memory and high disk usage, enabling proactive troubleshooting.
- Integrated email delivery of logs and configured cron scheduling for daily 9AM execution, simulating real-world maintenance automation
- Included PDF demo report, crontab setup guide, and README documentation to showcase practical IT support scripting

Remote Support Toolkit + Printer Issue Demo

[Walkthrough & Documentation](#)

Technologies: AnyDesk, Zoom, Device Manager, Google Docs

- Developed a remote support toolkit to assist users securely and effectively across platforms.
- Simulated a real-world troubleshooting scenario involving a printer error post-**Windows** update.
- Reinstalled printer drivers remotely and verified functionality with a successful test print.
- Documented the full support workflow with checklist, tool guide, and email follow-up.
- Created a step-by-step screenshot walkthrough to visually demonstrate the session.

Help Desk Ticketing System

[Spreadsheet](#), [Submission Form](#)

Technologies: **Goole Forms**, **Google Sheets**, **Python**

- Created a Google Form for users to submit tickets with Name, Email, Issue Description and Priority.
 - Linked the form responses to Google Sheets, capturing data and creating a Ticket ID for each request.
 - Designed a simple dashboard using **Google Sheet's** charts to track ticket status and priority level.
 - Created a Python script to send Email notifications to users when their ticket status changes.
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TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, macOS, Linux (basic)
- **Help Desk & IT Support:** Ticketing systems, troubleshooting, software/hardware installation.
- **Networking:** TCP/IP, LAN/WAN troubleshooting, router/switch configuration, VPN and Proxy setup.
- **IT Admin:** Microsoft 365 Suite (Outlook, Teams, OneDrive), Active Directory Domain Services.
- **Hardware/Software Troubleshooting:** System image, printer diagnostics, driver updates, software installations.
- **Security & Maintenance:** Firewall, antivirus installation, patch management, data backup, security protocols.
- **Customer Support:** Strong verbal and written communication skills, explain technical concept to end-users.