

# 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

- 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 | Deans' List: Spring 2024

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

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

**Certifications:** CompTIA A+

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## WORK HISTORY

**Information Technology Support Intern**

**EduTech Group LLC** | January 2025 – April 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

**Help Desk Ticketing System**

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

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

- Created a Google Form for users to submit tickets with fields like Name, Email, Issue Description and Priority.
  - Linked the form responses to Google Sheets, capturing data and creating a Ticket ID for each request.
  - Implemented a ticket status tracking system with columns for Assigned To, Ticket Status, and Notes.
  - 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 setup.
- **IT Administration:** Microsoft 365 Suite (Outlook, Teams, OneDrive), Active Directory.
- **Hardware/Software Troubleshooting:** System imaging, diagnostics, driver updates, software installations.
- **Security & Maintenance:** Antivirus setup, patch management, data backup, security protocols.
- **Customer Support:** Strong communication skills, ability to explain technical concepts to end-users