

# 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](#)

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## CAREER SUMMARY

Motivated and detail-oriented **IT Support Specialist** with hands-on experience supporting end users across **Windows**, **macOS**, and **Linux** environments in both academic and business settings. Delivered **technical assistance** at **California State University, Long Beach** and **EduTech Group LLC**, resolving a wide range of **hardware**, **software**, and **networking issues**. Skilled in **remote support** using **AnyDesk**, **Zoom**, and **ticketing systems**. Certified in **CompTIA A+** and **Google IT Support**, with strong communication skills to **explain technical concepts to non-technical users**, and a commitment to **secure, efficient service delivery**.

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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

## Active Directory Lab on Azure

[\[GitHub Repo\]](#)

Technologies: **Azure, Windows Server 2022, Active Directory, Windows 11, RDP**

- Deployed and configured a Windows Server 2022 virtual machine on Azure to act as a domain controller.
- Installed and managed Active Directory Domain Services (AD DS) for a simulated enterprise environment.
- Created Organizational Units (OUs), user accounts, and applied group policies for hands-on experience.
- Joined a Windows 11 client VM to the domain and verified login functionality via RDP
- Provided screenshots, demo terminal commands, and a full setup guide to illustrate real-world IT admin tasks.

## 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

[\[GitHub Repo\]](#)

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.

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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.

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# SOFT KILLS

- **Clear communicator** in both **English (Professional)** and **Vietnamese (Native)**
- Strong **problem-solving** and **troubleshooting** mindset
- **Customer-focused** with a positive, **service-oriented** attitude
- Highly **adaptable** and quick to learn **new technologies**.
- **Collaborative team player** with strong **attention to detail**