Patrick Huynh

A hard-working and community-oriented student with over 5 years of experience in IT support. Well versed in various fields of technical support such as software and hardware. Currently holds an active CompTIA A+ Certification.

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in **linkedin.com/in/patricklbh**

EXPERIENCE

AgeCare Limited — *Service Desk Analyst*

JANUARY 2023 - PRESENT

- Provided first level technical support, investigation, and diagnosis of incidents remotely.
- Supported users in the use of computer equipment by providing necessary training and advice.
- Worked on projects such as an on-premise to Microsoft 365 migration of Exchange mailboxes.
- Utilised SDP OnDemand, Okta, Box, and Microsoft Entra to resolve tickets.

Pacific National Exhibition — *Ticket Office Attendant*

AUGUST 2022 - PRESENT

- Handled various payment methods, completing seller reports at the end of the day.
- Scanned tickets and helped customers navigate through the park.

Long View Systems — *IT Support Technician*

AUGUST 2022

- Reimaged, deployed, and secured laptops (installation of M365, antivirus, domain server, etc...)
- Configured iPads and mobile devices to the BlackBerry Unified Endpoint Manager allowing for remote management.
- Troubleshooted and solved login, network, email, and printing issues with end users then educated them for the future.
- Adhered to WCB regulations and WHMIS guidelines onsite.

EDUCATION

David Thompson Secondary, Vancouver — *High School*

SEPTEMBER 2019 - PRESENT

- Over 400 hours of service contributed to the school
- Enrolled in the DT Odyssey Advanced Placement Program
- Secretary of the DT Maker Club
- Tech Specialist of Student Council Executive Team
- Tech Specialist of the David Thompson Science Club
- Tech Specialist of the David Thompson Counselling Department
- Executive Member of the David Thompson Code Club

INTERPERSONAL SKILLS

Multitasking

Problem Solving

Critical Thinking

Adaptability

Communication

TECHNICAL SKILLS

HTML / CSS / JS - 4 years

Python - 3 years

Technical Support - 6 years

AWARDS

2022 SHAD Design Challenge Winner

Developed a portable safety device that alerts the user of threats in the environment.

2022 UBC Engineering Design Competition Winner

Developed & engineered a solution to food shortages with a group.

2021 GVRSF Silver Award

Awarded silver at the Greater Vancouver Regional Science Fair.

LANGUAGES

- **English** - Fluent
- **Cantonese** - Fluent
- **French** - Limited
- **Mandarin** - Limited