

Ethan Truong-Khai Huynh

IT and ServiceNow

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PROFESSIONAL EXPERIENCE

UNIVERSITY OF TEXAS AT TYLER

Tyler, Texas

ServiceNow Developer

2023-Present

- Created catalog items and record producers to streamline user requests and data entry.
- Developed and maintained automated workflows to optimize service delivery processes.
- Configured user access and permissions to ensure system security and compliance.

HENRY AND PETERS PC

Tyler, Texas

IT Helpdesk Specialist

2022-2023

- Usage of Active Directory, Group Policy Management, Server management,
- The only user to manage ticket system, including resolving tickets, directing tickets, hardware, organization, updates, and active directory
- Aided in numerous hardware issues including desktops, laptops, and servers

UNIVERSITY OF NORTH TEXAS

DENTON, Texas

IT Imaging Specialist

2020-2021

- Utilized EpO, SCCM, AD, and libraries to manage user accounts, software deployment, and system configurations.
- Resolved technical and website issues for clients, ensuring smooth operations and high user satisfaction.
- Configured and maintained backend firewall support, safeguarding the network infrastructure.

EDUCATION

UNIVERSITY OF TEXAS AT TYLER

Tyler, Texas

Computer Information Systems

2020-2024

Relevant Coursework

- COSC 1315 Programming Fundamentals, COSC 1337 Object-Oriented Paradigm, COSC 3333, Management Information Systems, COSC 3385 Database Design, COSC 4347 Business Intelligence

Clubs and Activities:

- Asian Student Association: President, Vice-President, Member

Major Projects:

- **Motorized Chair Project:** Designed a motorized chair powered by Raspberry Pi and motors to improve spleen health and posture for older adults.
- **Data Integration:** Developed a Java-based system to integrate user data from sensors embedded in the chair for personalized experiences.
- **Prototype & Patent:** Built a functional prototype for user testing and secured a hypothetical patent for the innovative concept.

ADDITIONAL INFORMATION

Adept web developer with proficiency in **JavaScript, WordPress, and PHP**. Skilled video editor with expertise in **Vegas Pro**, and possess a strong understanding of **computer hardware, networking, and photography**. Passionate about **basketball** and **physical activities**. Eager to contribute my diverse skillset and passion for technology to your team.

