

Summary

I am a diligent university student dedicated to team collaborations and providing great customer service via phone/onsite. Seeking different opportunities to further enhance my customer service and develop my technical problem-solving skills where my past experiences have prepared me to work in different situations. I'm a self-motivated individual whilst being patient and will learn things that pique my interest.

Technical Skills

Languages: Python, HTML, CSS, JavaScript, PowerShell, SQL

Programs: Microsoft Visual Studio, Microsoft 365 SAAS, Microsoft Azure, Windows 8,10, and 11. Ubuntu(Debian), Python IDLE, Pycharm, SQLite, Django, Jupyter Notebook, Powershell ISE

Skills: Technical/Onsite support, Help desk support, Hardware repairs, Networking, POS systems

Experience

Hai's Harvest Fruit and Vegie Store [2019 – Present]

- Provide courtesy, friendly and efficient service to customers
- Maintain stock levels of the store
- Ensure the store is in a neat and tidy manner

IT Desktop Support Engineer Lv 2 – IES College [June 2022 - Present]

Key Responsibilities:

- Providing end-user IT support, including level 1-2 help-desk assistance
- Manage user accounts, permissions, and group policies in Active Directory
- Powershell automation to automate basic program needs via running scripts through windows 10 & 11
- Proactively monitor Service Desk request, answering support calls and following escalation process via RDP connect sessions or onsite work.
- Performing server, desktop and network administration across the business, including;
 - Deploying and maintaining servers and desktops
 - Procuring and coordinating IT-related resources/assets
 - Facilitating the server and system data backup processes
 - Coordination of IT assets
- Undertaking Standard Operating Environment (SOE) configuration and maintenance
- Achieving set performance standards to support department excellence
- Upholding Work Health and Safety principles in all aspects of work
- Undertaking other duties as requested by the IT manager

References

Hai Nguyen - Co-Owner.

Company: Hai's Harvest

Contact: Haijoshnguyen1980@hotmail.com

Relation: Hai is the owner of the business that I currently am working for part time.

Jeremy Do

Company: IES College

Contact: 0411835711

Relation: Jeremy is my IT manager for IES college in charge of all my duties involving the job.