Jaiden Nguyen   M: 0411157332 E: jaidennguyen87@gmail.com
Website: https://tojade.github.io

Summary

I am a diligent full time 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

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

Programming: Front-end development, Software Development, Algorithm implementation, PowerShell automation.

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 Support Officer [6 months]

Key Responsibilities:

- Proactively monitor Service Desk request, answering support calls and following escalation process via RDP connect sessions or onsite work.
- Supporting end users remotely on Windows 10 & 11 resolving printer, EFTPOS, and service diagnostic tooling issues.
- Manager user accounts, permissions, and group policies in Active Directory both on-prem and in cloud.
- Attending retail outlets for onsite support in greater Brisbane, Gold Coast and Sunshine coast regions to resolve Point of Sale issues, hardware faults, network outages, and configuring/moving workstations.
- Accurately maintaining documentation of work and adhering to SLA's. Assisting with identifying areas of improvement, developing, testing, and deploying business solutions. Logging faults with vendors for Internet, Voice, EFTPOS, and various other services.
- PowerShell automation to automate basic program needs via running scripts through Windows 10 & 11.
- Network cable/Patch management. Configuring data cabinets holding switches, veloclouds, audio amplifiers.

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Degree Experience

Scripting Experience

- Python – Object orientated programming within python
- HTML, CSS, JavaScript – Working with backend and front-end parts of a project as well as problem solving tasks.
- Networking – Knowledge attained for basic networking. Basic networking troubleshooting LAN/WAN connectivity. Server experience, print/sql servers

Education

Certificate III in Business

Parklands Christian College – (Graduated in 2021)

FNSFLT301 – BE MONEYSMART

State of Attainment in the following competency program BE MONEYSMART

Bachelor of Information Technology (Software Development)

Currently studying at Griffith University

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.

Lachlan Murray

Company: Teammoto/Motorcycle Holdings

Contact: lachlan.murray@mcholdings.com.au

Relation: Lachlan was my IT operations manager for MCholdings in charge of all my duties involving the job.