

Minh Tong

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EDUCATION

- **University of Minnesota - Twin Cities** Minneapolis, Minnesota
Bachelor of Science in Computer Science; Minor in UX/UI Design Sept 2021 – May 2025

WORK EXPERIENCE

- **Superior Managed I.T.** Arden Hills, MN
L1 Service Desk Technician May 2025 - Present
 - **Copilot AI Agents:** Implemented new AI workflows that interact with our PMS to automatically fill in ticket fields based on the title, description, and our SOP.
 - **Endpoint Assistance:** Provide remote assistance and control services for supported end-user workstations in various cloud, hybrid, and on premise environments.
 - **Service Calls and Troubleshooting:** Respond to all new incidents and service requests for our customer base and distribute tickets throughout the team.
 - **Tech Stack::** Microsoft Cloud Services, Kaseya Suite, BMS, Autotask Power Automate
- **M.A. Mortenson Company** Golden Valley, MN
ServiceNow Development Intern May 2024 - Aug 2024
 - **ServiceNow Development:** Designed and implemented ServiceNow (SN) applications, customizations, workflows, automations, and documentation.
 - **Smartsheet User Project:** Developed an automated nightly script that could pull the information of licensed Smartsheet users into the Mortenson ESA charge database. Used Ansible and Powershell
 - **Salesforce License Project:** Developed a script to automatically create and assign full/limited user licenses to Salesforce users once their license was approved. Used JavaScript and ServiceNow.
- **UMN Housing and Residential Life** Minneapolis, MN
Technology Support Staff (TSS) Sept 2021 - Aug 2024
 - **General Responsibilities:** Deployed technology, imaged laptops, and supported residents with software, hardware, and networking problems. Utilized Microsoft Active Directory, Configuration Manager, and Drupal/WordPress to manage housing inventory, resources and info.
 - **Employee Training:** Facilitated the interview, training, on-boarding, and off-boarding process for student employees.

PROJECTS

- **Portfolio Website:** Used Vite and React to build minhtong.com, a website to host my projects and photography.
- **GlobeTrotters Website:** Built a travel website to "game-ify" the process of logging the U.S. States and Countries that people have been to. Implemented the achievement system and the core intractable feature of searching for locations on a globe to select and log.
- **Culinary Cards Website:** Made a website to share recipe cards in a simplified and intuitive way, through recipe note cards. Used API calls to automatically generate images of food based on the description of the recipe from user submissions.

LEADERSHIP EXPERIENCE

- **Union of the Vietnamese Student Associations of the Midwest** May 2024 – Present
Sponsorship Cabinet, Elevate and Innovate Team
- **Vietnamese Student Association of Minnesota** May 2023 – May 2025
Multimedia Director, Internal Vice President, Advisor

SKILLS

- **Languages:** HTML, CSS, JavaScript, SQL, Java, Powershell, and Python
- **Frameworks, Tools, and Libraries:** PureCSS, Tailwind, React, Vite, Ember, Firebase, Powershell, Figma, ExpressJS, and NodeJS