Application Support Analyst Application Support Analyst Full Stack Web Developer Lawrenceville, GA User- focused Full Stack Web Developer with a background in Computer Information Systems, Design and Marketing that is experienced in overseeing the build and delivery of complex IT projects. Holds communication in high regard and adept at working with diverse teams to build strong applications and to provide client-centric support. Work Experience Application Support Analyst Insight Global - Atlanta, GA May 2018 to September 2018 Worked with Product Owners, Developers, & IT Support Specialists to troubleshoot complex user issues with Insight Global's proprietary software. Assisted/Escalated issues by determining root causes of user issues. Used database queries to determine code vs. data bugs. Key Accomplishments: ? Reduced troubleshooting and knowledge transfer time by reformatting and implementing revised Knowledge Base Articles & templates for clarity ? Established and implemented new processes for troubleshooting/escalating user issues IT Project Manager Insight Global - Atlanta, GA September 2017 to May 2018 Insight Global - Atlanta, GA 09/2017 - 05/2018 Collaborated with Insight Global's different IT teams to address business needs. Understood, analyzed, and developed schedules of tasks for assigned projects in order to implement IT business solutions. Key Accomplishments: ? Collaborated with AT&T Project Managers and IG IT Infrastructure team to migrate internet services, from previous provider, for headquarters and 48 other remote locations in the United States. ? Reduced spending, by a 20% average, through price negotiation for 3rd party inside wiring services. ? Successfully expedited migration by two months due to a change in business needs. ? Collaborated with international 3rd party WordPress web developers and IG Infrastructure team to migrate IG's public facing website, from local servers to 3rd party cloud host IT Support Specialist II Insight Global - Atlanta, GA March 2016 to September 2017 Provided general hardware/software administration and support for 3rd largest U.S IT staffing firm. Troubleshot/Managed complex support tickets for end users and provided maintenance and administration in different infrastructure systems. Key Accomplishments: 2016 3rd and 4th Quarter Top Performance Awards: Customer Service and Quality Resolved Incidents. IT Support Advisor Intern Sobo Networks - Atlanta, GA August 2015 to November 2015 Provided onsite and remote IT support and advisement for

small/medium sized businesses. Troubleshot software and hardware call center support tickets for clients. Provided onsite software and hardware support at client offices. Assisted Senior IT Advisors in server infrastructure audits for existing and potential clients. Key Accomplishments: ? Improved and implemented revised sales process for potential clients, using a problem/solution-based approach. ? Provided additional structure for rapport and relationship building. Education Full Stack Flex Web Development Certificate Georgia Institute of Technology: Professional Education - Atlanta, GA April 2018 to October 2018 BBA in Computer Information Systems & Marketing - Minor in Sociology Georgia State University - Atlanta, GA 2009 to 2015 Skills DATABASE, MS SQL SERVER 2012 (1 year), Application Support (Less than 1 year), HTML 5 (2 years), CSS3 (1 year), Javascript (1 year), React.js (1 year), MongoDB (1 year), MySQL (1 year), Express.js (1 year), Node.js (1 year), Java (Less than 1 year), Web Development (1 year), Quality Assurance (Less than 1 year), GitHub (Less than 1 year), Heroku (Less than 1 year), JQuery (1 year), Windows Server 2008 (1 year), Project Management (1 year), Project Coordination (1 year), Active Directory (2 years), Vmware (2 years), Citrix (Less than 1 year), Production Support, System Analyst, Node Links   http://linkedin.com/in/vincentjdang   http://github.com/vdang1004 http://vdang1004.github.io/Portfolio Additional Information TECHNICAL SKILLS   Coding - GitHub, Heroku, HTML5, CSS3, JavaScript, jQuery, Node.js, Express.js, Handlebars.js, React.js, Mocha.js, & Chai.js Database - MS SQL Server 2012, MySQL, MongoDB & Firebase Infrastructure - Windows Server, Active Directory, Cisco Unity, & VMWare Management - MS Project, MS Visio, Zoho, Trello & Jira

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