

Team Lead Assistant Team Lead Assistant Team Lead Assistant - John M. Pfau Library Riverside, CA Skilled information technology consultant with more than 2-year experience in California State University system. Familiar with computers hardware/software, and good at troubleshooting issues related to them Work Experience Team Lead Assistant John M. Pfau Library - San Bernardino, CA October 2017 to Present Provide training to new student assistants Contact staff, faculty to clearly understand new requirements and research emerging technology to meet their need satisfactorily Resolve all tickets escalated to senior IT support Meet with Dean for on-going project report, recommendation, improvement to make sure library operation work smoothly Manage and update software, windows on all end-user workstations through SCCM Make purchase requisition related to IT software/hardware Manage the WordPress site, and have basic experience with AWS Web developer (Python) John M. Pfau Library - San Bernardino, CA September 2017 to December 2017 Added camera functions and saved files taken from camera to server Make the website more responsive IT Support Technician John M. Pfau Library - San Bernardino, CA June 2016 to October 2017 Built images and deployed to more than 200 Macbook Pros, 50 HP laptops, and over 100 workstations for end-users quarterly Created tickets and followed up on ticket to provide resolutions for all staff, faculty and students Troubleshot issues related to hardware/software including workstations, scanners, printers, digital signage, network connectivity in a timely manner Assembled and disassembled laptops, desktops for part replacement (Dell, HP) Helped staff and faculty to set up audio/ video equipment (microphones, laptops, monitors, projectors, solstice pod) to join conference or presentation Installed and configured end-user desktops for staff, students, and faculty Controlled IT inventory and management with up-to-date hardware/software asset lists Created clear documentation of IT resolution for reference Network administration (DHCP, VPN access, Network cabling) Education Master of Science in Computer Science California State University - San Bernardino, CA 2018 Bachelor of Science in Electrical and Computer Engineering Ho Chi Minh University Of Technology 2012 Additional Information Skills Excellent Customer Service Active Directory SCCM Norton Ghost Suite GPO Network administration DeepFreeze Programming language (C++, Matlab,

Java, Hardware/Software troubleshooting Python, HTML/CSS, Wordpress) Anti-virus software
(ESET, Malwarebyte) Zoom, Webex, Skype conference Team leadership Microsoft Office
(Word, Excel, PowerPoint)

Name: David Zhang

Email: daybethany@example.net

Phone: +1-308-562-8517x3961