

Christopher Nguyen

Technical Support Analyst

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Summary

I am a computer enthusiast who is a reliable and flexible IT worker. I love learning about how to use new technologies & software, repair computer devices, learning new skills, solving problems, programming, and meeting new people.

Experience

Silverware POS

Technical Support Analyst

Jul 2023 - present

- Provide Level 1 Technical Support to Customers via telephone and remote access.
- Assist in installation and configuration of software, hardware and printers.
- Perform system optimizations.
- Resolve issues related to network, hardware and software.

Renewed Computer Technology

IT Technician Internship

Mar 2023 - Jul 2023

- Troubleshoot and repair customers computer issues.
- Document/log computer and networking equipment problems.
- Image, backup and clone hard drives that have windows 10 or 11.
- Install/update software like Microsoft office 365 and requested applications/software for clients.
- Install and reinstall operating systems like windows 10 and 11.

ZenonZeni Tutoring Services

Private Tutor & IT Administrator

Jun 2021 - present

- Tutor client's computer technologies, programming (Java), databases (SQL), and web/system development.
- Help develop scripts, make web pages, debug programs, set up databases, and make web pages for clients.
- Manage clients cloud solutions, web servers, network protocols, hosted applications, and AWS.

Code Ninjas

Coding Lead Instructor & Curriculum Developer

Jun 2021 - present

- Develop video games and the tutorials needed to make them.
- Supervise a small team of 2 to 6 and report on daily operational activities to business owners.
- Handle customer inquiries and promote/sell the retail business's educational services.
- Update laptops, operating systems and computer software.

York University

Academic Peer Support Assistant

May 2020 - May 2022

- Facilitate study sessions for students by analyzing, designing, developing, and testing java programs.
- Students who took part in my study sessions do a whole grade letter better in university courses.

Languages

JavaScript CSS Java HTML

ENGLISH C# SQL J2EE

Jquery PHP

Technologies

SQL Web Servers Windows 10

Windows 11 Linux

Relational Databases Windows Server

Mac OS FTP/SFTP TCP/IP & DNS

LAN/WAN

Virtual Machines (Linux, Windows)

Tools

Git Eclipse Macrium Reflect

MySQL Postgresql Active Directory

AWS Tomcat Microsoft Office

Windows Media Tools Acronis

Education

BA - Information Technology

York University

Sep 2018 - Aug 2022

G Driving License -

Oct 2022 - Nov 2027

Volunteering

Indigenous Friends

Developer

Jan 2022 - Apr 2013

Developed a prototype virtual chatbot.