

Andy Duong

626-804-0968 | aduong52@calpoly.edu | [linkedin.com/in/andykduong](https://www.linkedin.com/in/andykduong) | github.com/andykduong
El Monte, CA, 91731 · U.S. Citizen

EDUCATION

California Polytechnic State University

Bachelor of Science in Computer Science
GPA: 3.7

Expected Graduation Date: June 2026

San Luis Obispo, CA

TECHNICAL SKILLS

Certifications: CompTIA A+, CCNA (in progress)

Networking: TCP/IP, IP Addressing, Subnetting, DHCP, DNS, Cisco IOS, Alcatel, Fiber Optic Cabling

Operating Systems: Windows, Linux, macOS, Android, iOS

Programming: Python, SQL, Linux, C, Go/Golang, Java

Tools: Packet Tracer, Wireshark, Jira/Atlassian, Confluence

Security Concepts: IPSec, SSL/TLS, Access Control, Port Security, DAI, DHCP Snooping, IAM

EXPERIENCE

Network Infrastructure Student Assistant

Cal Poly

Jan 2025 - Present

San Luis Obispo, CA

- Diagnose and resolve WiFi and Ethernet-related network issues for campus users.
- Configured and maintained Cisco and Alcatel switches, keeping up the stability and efficiency of the campus network.
- Documented network configurations and troubleshooting procedures, enhancing and operational efficiency.
- Perform manual cable installations and port heatups for new and existing network setups.
- Utilized Jira to track and resolve support tickets, maintaining clear communication with users and ensuring timely issue resolution.

Service Desk Student Assistant

Cal Poly

May 2024 - Present

San Luis Obispo, CA

- Handled daily technical support calls and tickets, reducing response time from 20 minutes to 12 on average.
- Assisted in user account management, provisioning computers, and configuring IT resources to support staff and students.
- Performed initial analysis on over 1000+ general help tickets while resolving and escalating as needed to ensure productivity.
- Maintained 5-star ratings in monthly end-user scoring through interpersonal skills and providing fast solutions.
- Created documentation for network troubleshooting procedures and IT support workflows.

Computer Science Instructor Student Assistant

Cal Poly

September 2023 - June 2024

San Luis Obispo, CA

- Assisted in teaching two core courses: Object-Oriented Programming and Fundamentals of Computer Science, emphasizing the development of students' coding skills and theoretical understanding.
- Collaborated closely with professors to identify and address areas where students struggled, leading to enhanced understanding and academic performance.

PROJECTS

Distributed Search Engine | *Go, Oracle Cloud, RESTful APIs, React*

June 2024 - September 2024

- Developed a distributed systems search engine application using React for the frontend and Go for the backend.
- Deployed the React frontend on Vercel, and two separate Go services deployed on Oracle Virtual Machines.
- Designed and implemented RESTful APIs for efficient communication between the React frontend and Go backend services.

Spider World: Block Coding Program | *AWS, Agile, SCRUM, Java, Git, Processing*

January - June 2024

- Developed an educational coding game collaborating with 5 developers, utilizing sprint-based agile principles to achieve systemic progress.
- Achieved code reliability by implementing robust CI/CD pipelines for comprehensive testing.

PERSONAL DEVELOPMENT

Proxmox Homelab | *Proxmox, Docker, NAS, Linux, Wireguard, VMs*

June 2024 - September 2024

- Goal: To become more knowledgeable on networking and security concepts.
- Consists of a Proxmox server that runs a two virtual machines: TrueNAS and Debian
- Within Debian is a Portainer server deployed by Docker. I use Portainer to deploy a Wireguard VPN so that I can access my homelab from outside my home network.
- Used TrueNAS as a NAS option. Combined with my Wireguard and NextCloud, I created my personal cloud to upload videos and images from anywhere.