Andy Nguyen

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Technical Skills

Operating Systems:	*Mac OS, Linux, Windows 7, Windows 8/10/11, Android,*
Applications:	*Microsoft Office 365, Microsoft Office & Office 2013, Microsoft Azure, Microsoft Exchange, Outlook Web Access, ServiceNow, HP-Service Manager, Internet and Intranet, Microsoft Dynamics NAV, HIKVision, NinjaRMM, SysAid, Amicus Attorney*
MDM Software:	*InTune*
Single Sign On:	*Microsoft Authenticator, Google Authenticator*
Tools:	*Active Directory, Google Cloud Services, VMware, Packet Tracer, Cisco CAD, Bomgar, Teamviewer, Remote Desktop*
Conferencing Infrastructure:	*Jabber, WebEx, Avaya Technologies, CISCO Phone Systems, Zoom, MS Teams, Skype for Business, Crestron, AirMedia*
Project Management:	*Gantt Chart, Scrum, Agile, Trello, Kanban*
Languages:	*English, Cantonese Chinese, Vietnamese*

Education

Service Analyst Program   **May 2017 – Aug 2017**
NPower Canada │ Toronto, Ontario
14-week in-class training on IT Essentials curriculum with hands-on experience including:
- ▪ Install, configure, and troubleshoot: hardware components; Windows, iOS, Android, and Linux operating systems with tracking on the ServiceNow Platform
- ▪ Networking basics: IPv6, network topologies, installing wireless and SOHO networks
- ▪ Mobile device installation/configuration: Laptops, smartphones, tablets
- ▪ Basics of virtualization, desktop imaging and deployment
- ▪ Network services and Cloud Computing; Security & Forensics

Work Experience

Senior IT Analyst   **Present**
Magna International │ Aurora, Ontario

Application & Technical Support Specialist 2   **May 2022 – Nov 2022**
City of Toronto, Toronto Public Health │ Toronto, Ontario
- ● Provides expertise and assistance in assessment, analysis, evaluation of alternatives and resolution of issues and problems received in assigned areas including system review processes and IT hardware and software. Acquires and disposes of hardware and software.
- ● Liaises and coordinates with internal and external groups to resolve problems; Recommends preventative solutions to mitigate recurrence of similar problems.
- ● Advises desktop configuration management teams on hardware and software

technologies and deployment alternatives. Advises network management teams on hardware and software technologies, connectivity and backup and recovery alternatives.

- Prepare onboarding equipment for all TPH New Hires, performs onboarding training to advise of proper usage of equipment, softwares, and other IT related items.
- Install, configure and deploy application, hardware and/or software and takes inventory of such assets including updating the Asset Management System on HP Asset Manager and maintaining profiles in MDM Tools.

Analyst, IT Support Services   **Jan 2022 - May 2022**
Deloitte │ Toronto, Ontario
- Provide scheduling and event support virtual and in-personal conferencing for upwards of 5 per day using Zoom, Microsoft Teams, Skype for Business, etc
- Act as first response to incoming ServiceNow help desk service request in support to Deloitte's employees located Canada wide, follow company procedures and guidelines to escalate requests to the appropriate departments when needed
- Configure Hardware using appropriate Mobile Device Management Softwares, deploying security related measures and company specific configurations for Mac, iPads, iPhones, Windows Computer and more
- Responsible for hardware and software deployment for new associates and additional requests throughout employee life cycle, including laptops, mobile handheld devices, compatible equipments, and more

I.T. Support Technician   **Oct 2020 - Nov 2021**
Devry Smith Frank LLP │ Toronto, Ontario
- Act as first response to all incoming Help Desk Service Request Tickets through SysAid Ticketing System or HelpDesk Direct Phone Line, triage and solve the issues or provide details of action taken and escalate if additional support is needed
- Responsible for IT Software and Hardware Set Up and Take Down during employee life cycle, including PC and Desk Set Up, Software Configuration, and Profile Back-Up
- Plan and control applicable licensing for software, analyze appropriate numbers required and transfer licenses to users according to usage and need
- Control and organize IT Hardware and Accessories Inventory count
- Configuring and troubleshooting of the following: desktops, laptops, printers, network devices and peripheral equipment
- Assist in daily monitoring of equipment and maintenance routines to proactively identify any issues within the environment

I.T. Technician   **May 2019 – Sept 2020**
Miniso Canada │ Toronto, Ontario
- Act as expert to Microsoft Server, windows domain and network and POS Software
- Complete all incoming Help Desk Service Request Tickets, understanding the nature and impact of the issue and help to troubleshoot requests and complex problems to devise effective solutions.

- Plan, control and evaluate data security, operations and processing systems, including hardware platform, procurement and redundancies
- Plan, organize, control and evaluate IT and electronic data operations, reviewing all applicable licensing for software and analyze appropriate budget and numbers required
- Create Standard of Procedure (SOP) documentation for all IT Related escalations, programs for record keeping and training and development purposes
- Maintain and strength relationship with external vendors and service partners to understand the needs of business and ensure right solutions and services delivered
- Maintain active directory, file and printer sharing, Microsoft Office 365, Microsoft NAV Retail, Freshworks Ticketing System, NinjaRMM, Teamviewer

I.T. Helpdesk Technician   **Apr 2018 – Mar 2019**
The Humberview Group │ Toronto, Ontario
- First point of contact for employees requiring assistance with all I.T. related hardware/software issues via portal tickets, phone, or email in various business units
- Use incident and service request tracking database system (JIRA Ticketing System) for call management, escalation and follow-up, and to analyze trends
- Provide support for account administration such as password resets, account creation, change of user account information, and network drive space increases
- Maintain servers and computers on Dell, network and telecom on Cisco phones
- Maintain active directory, file and printer sharing, Microsoft Office, Automotive line software CDK, and ticketing management system Jira
- Assist on divisional technical projects as well as process improvement initiatives

Application & Technical Support Specialist (Intern)   **Sept 2017 – Nov 2017**
Toronto Employment & Social Services │ Toronto, Ontario
- Coached, guided and trained staff in use of technology; prepared material to facilitate knowledge transfer
- Logged and tracked all technical support activities using the Service Desk tool
- Aided in assessing and implementing upgrades and/or enhancements to the existing systems such as the migration from Windows 7/8 to 10 and updating Microsoft Office to the latest version; hardware and software upgrades, configuration corrections; integrated new platforms and services with infrastructures
- Provided expertise in assessment, analysis, problem resolution and prevention for hardware, software, security, access control, networking and connectivity
- Identified, tracked and analyzed recurring issues or trends in user inquiries, escalated to management and recommended preventative solutions