ANH HO

AIM TO COMPLETE A BACHELORS' DEGREE PROGRAM FOR COMPUTER SCIENCE MAJOR.

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EDUCATION

Portland State University   Portland, OR (2021 - 2023)
- Aspire to become a software developer after graduation.

Portland Community College   Portland, OR (2017 - 2019)
- Associate of Arts Oregon Transfer Degree (Computer Science)

RELEVANT SKILLS AND KNOWLEDGE

Technical Skills : C/C++, WordPress, HTML/CSS, Unix/Linux, Python, MS Office,Cisco Jabber, Genesys, LaTeX
Art Technology : Adobe Photoshop, Adobe Premiere Pro, Adobe Illustrator, Adobe After Effect
Languages   : Fluent in English, Vietnamese
Interests   : Photography, Design, Digital Art, Cinematography, Drawing

WORK EXPERIENCE

Murray Business Center, Providence St. Joseph Health
Associate IS Support Technician PSJH, AskIT Service Desk   Beaverton, OR (July, 2020 - Jun, 2021)
- Troubleshooted the caregiver's technical issues on call and tried to use resources and resolve issues first before routing tickets with a detailed/accurate information to appropriate teams through ServiceNow.
- Used remote tools such as RDP, SCCM Remote Control Viewer, Citrix session shadowing through Director in order to assist doctors/nurses with problems when working remotely/onsite including Active Directory, Meditech/Epic Login, VPN, Citrix Workspace, Shared Drive Mapping, MS Office, etc.
- Provided excellent customer service while facing with frustrated caregivers. Communicated well with team using a template on chat through MS Teams for help and assisted other colleague if they needed some help.

Rock Creek's Student Computing Center and Library, Portland Community College
Computer Lab Assistant, Technical Support   Portland, OR (January, 2017 - March, 2020)
- Responsively supported and guided students to use school-software, hardware, and printers.
- Assisted students with problems they have on their computer as well as a tutor for questions about programming languages such as C/C++, etc.
- Monitored Computer Resource Center usage and picked up phone-call from students and other campuses.

RECOGNITIONS AND PERSONAL PROJECTS

Building a Website   (March, 2020)
- Learned and improved my skills with HTML/CSS to desgin my own website.
- Analyzed website errors, issues and tried to find good solutions in order to make users feel comfortable when spending time on my website.

Record Label (Self-project)   (December, 2019)
- Created an Abstract Data Type for the program to manage records with a large amount of different information about artist and songs using threaded linked list and hash table structure to organize the data
- Provided users a menu with lots of options to see how effective the program works.

Coding Competition   (March, 2013)
- Competed in the test with three coding questions using the Pascal programming language winning second place among high school contestants.
- Used graph algorithm and recursive method to find the shortest way in order to get out of a matrix based on a given data. Sorted all the data and found a given data effectively based on limited timing.

VOLUNTEERING EXPERIENCES:

- Volunteered for Vietnamese Community of Oregon in the Grand Floral Parade during Pdx Rose Festival 2016.
- Being an active volunteer member within the HandsOn Greater Portland Network and the PCC community since 2015.