

# Anthony Vo

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## EDUCATION

### W. P. Carey School of Business, Arizona State University, Tempe, AZ

May 2024

Bachelor of Science, Computer Information Systems

- Awards: Dean's List- Fall 20, Spring 21, Fall 21
- GPA: **3.78**

### Betty H. Fairfax High School

May 2020

- International Baccalaureate Candidate
- GPA: Unweighted- **3.369** | Weighted- **4.108** | Top 9%

## PROFESSIONAL EXPERIENCE

### IT End User Systems Intern, Pacific Scientific EMC

May 2023 - Present

- Location: 7073 W Willis Rd, Chandler, AZ 85226
- Spearheaded five major IT projects, exhibiting strong project management and multitasking skills.
- Implemented Octopus MFA software across the organization, troubleshooting and resolving software-related issues for around 900 employees.
- Optimized ManageEngine ServiceDesk by reducing active users from 5018 to around 900, enhancing system performance. Collaborated with the ServiceDesk Production team to develop a new feature, addressing an ongoing company issue and contributing to overall efficiency.
- Streamlined and automated key workflows in ServiceDesk, including requests about new hire forms, hardware/software requirements, employee termination, and other document processes, demonstrating innovation in process improvement.
- Leveraged Active Directory for effective account management, including account unlocking and group additions, displaying adeptness in user administration.

### IT Aide, ASU (School for Engineering of Matter, Transport, & Energy)

July 2022 - August 2023

- Location: 1011 Palm Walk, Tempe, AZ 85287.
- Process and troubleshoot at least 8 daily IT issues through tickets in ServiceNow.
- Troubleshoot hardware and software.
- Configure new computers with ASU Protocol and join it to domain.
- Generate at least 2 to 4 quotes for Dell products and Apple products daily.
- Reorganized hardware inventory sheet with more than 1000 items and migrated important data to a new database platform, Cireson.

### Facilities Aide, ASU (School for Engineering of Matter, Transport & Energy)

July 2021 - July 2022

- Location: 1011 Palm Walk, Tempe, AZ 85287.
- Provided ISAAC Access requests to 24 or more students/faculty daily, for SEMTE-owned buildings and rooms.
- Advised and resolved 2 to 7 weekly assigned tickets using Service-Now.
- Developed 2 to 3 databases and spreadsheets weekly, for department inventory and data logs.

## LEADERSHIP EXPERIENCE

### Varsity Captain, Betty Fairfax Wrestling Team, Laveen, AZ

November 2016 - February 2020

- Build trust and relationships among 21 other wrestlers
- Established a disciplined environment for teammates to grow and practice
- Entrusted by wrestling coach to lead all 21 wrestlers and exemplify discipline, determination, and be a role model for less experienced wrestlers

## SKILLS & ACTIVITIES

**Technical Skills:** Advanced Excel (3 years experience), Basic SQL, VBA Programming, HTML, Computer Hardware, Lenel Security Software, Office 365

**Languages:** English and Vietnamese