

Alexander Do

Aspiring IT Specialist

Anaheim, CA 92804

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Objective

Motivated IT professional eager to apply my foundational knowledge of computer systems and troubleshooting skills in an entry-level role, while contributing to a collaborative team environment.

Summary

Self-motivator, always eager for knowledge and information. All the experiences in customer service and working in technical environment have polished my verbal communication skills. I am quick learner in adopting new technologies in fast paced environment. I like to tinker with virtual machines and terminal stuff in my free time. Proficient in Software tools and system such as MS Office and Linux I am always looking for new ways on how to improve my technical skills. An enthusiast of IT and system administration, always willing to help in providing comprehensive support for IT systems. My hope down the line is to specialize in network infrastructure, and cloud computing, with a more generalist (meaning hands-on experience) take on technology.

Skills

Technologies: Windows, Linux, Wireshark, SSH, CSS, HTML, Python

Microsoft Office: Word, PowerPoint, Excel (VLOOKUP, XLOOKUP, CONCAT)

Telecom: Ericsson GSM (BSC), UMTS (RNC), LTE & 5G

Projects

- **Zabbix Network Monitoring** – September 2024
Built a virtual machine to use Zabbix for network monitoring and performance tracking.
- **GNS3 Networking Virtual Machine** – June 2021
Used GNS3 software to emulate and configure virtual and real networks for learning and troubleshooting purposes.
- **Virtual pfSense Firewall** – February 2021
Created multiple virtual machines in VMware to simulate a home network using pfSense firewall software.

Work Experience

- **Behavioral Technician**
Advanced Behavioral Health – Fountain Valley, CA
June 2023 – Present
Applied data tracking and analysis tools to monitor client progress. Utilized technology for documentation, reporting, and communication with supervisors, enhancing the efficiency of client care. Familiar with HIPAA compliance and data security best practices in a healthcare environment.
- **Shipping Assistant**
Reusetek – Garden Grove, CA
August 2021 – January 2022
Prepared and packaged computer hardware for shipment, ensuring parts were functional.
- **Customer Service Representative**
Q-Lashes – Westminster, CA
January 2020 – March 2020
Handled customer inquiries, processed orders, and resolved complaints.

Education

- **Associate Degree in Computer Information Systems**
Irvine Valley College – Irvine, CA
Presently
- **Certificate of Proficiency in A+, Network+, and Linux+**
Irvine Valley College – Irvine, CA
September 2020 – December 2020
- **High School Diploma**
Garden Grove High School – Garden Grove, CA
September 2013 – June 2017

Awards

Eagle Scout Rank – August 2017

Highest rank in the Boy Scouts of America, earned by about 6% of scouts.