Phan Quang Hiếu

IT Helpdesk

Name   Phan Quang Hieu

Phone   0346984949

Address   33 Nam Cao, Da Nang City

Birth   15/07/1998

Email   hieuphanx9x@gmail.com

⊕ Overview

- Over **2 years of experience** in IT Helpdesk with excellent communication skills and a quick learning ability.

- Proficient in providing support to end users and working with operating systems, primarily Windows.

- Skilled in web development technologies, including HTML, CSS, and JavaScript.

- Demonstrated ability to rapidly learn and apply new technologies.

- Current work location: Da Nang, Vietnam.

✌ Skills

Main
- Knowledgeable about networks
- Knowledgeable about CCNA
- Basic understanding of network security
- Basic Linux and Docker

Other
- Basic HTML/CSS
- Basic JavaScript
- Basic knowledge of C++, C#, and Python
- Basic Photoshop and video editing

🗄 Work experience

11/2022 – 02/2024

Hoang Duc Pharmaceutical & Medical Supplies

IT Helpdesk

- Managed and resolved issues related to network, camera, access control, PBX systems, printers, and PCs.
- Configured and operated various IT equipment.
- Collaborated with suppliers and provided equipment purchase recommendations.
- Offered comprehensive support to end-users.

05/2022 - 09/2022

FPT Software

IT Service Desk

- Successfully managed the company's IT infrastructure, encompassing servers, storage, and terminals.

03/2022 – 05/2022

FPT Software

Intern IT Helpdesk

- Installed Windows and Ubuntu operating systems.
- Conducted computer installations and recovery procedures.
- Provided support for user IT requirements and resolved errors related to Windows, Office, and software.
- Worked in compliance with Fsoft's standards.

Projects

Ilovenino.id.vn

(11/2023 - Present)

Client	Users
Descriptions	Created a website for watching anime online and more, accessible at https://ilovenino.id.vn/anime/
Team Size	1
Position	Product Owner, Developer, Video Editor
Responsibilities	- Developer - Solution architect
Technology in use	- Frontend: HTML, CSS (Tailwind), JS (HTML DOM) - Backend: (developing)

Language

English
- Communication skills
- Basic understanding of specialized documents

Education

2017/09 – 2022/04

Duy Tan University

Major: Computer Network & Data Communication

Academic Performance: Good