Quang Minh Dong

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EDUCATION

The University of Texas at Arlington| Arlington, TX   Expected December 2025
Bachelor of Science in Information Systems   GPA: 3.5
- Google Cybersecurity Certificate

EXPERIENCE

JN Beauty College| Fort Worth, TX   June 2019 - Present
IT Systems Administrator
- Led overhaul of network topology, integrating a NAS and cloud system across 10+ computers, enabling seamless resource sharing and reducing system downtime by 20%
- Administering workstations, performing routine updates, backups, and troubleshooting to ensure optimal system performance across 10+ systems
- Installing, configuring, and updating software applications and operating systems across 10+ systems
- Implementing and managing network security protocols, including antivirus software and data encryption to protect sensitive school data in 10+ systems

Fossilite| Los Angeles, CA   May 2024 - August 2024
Summer Intern
- Collaborated with 3 company developers to optimize system performance, improving system load times and efficiency by 18% and enhancing user experience
- Conducted software testing for 5+ client projects identifying and resolving bugs, enhancing system reliability, and contributing to a 15% increase in overall project delivery speed
- Deployed security patches across 7+ company and client systems, reinforcing protection and minimizing vulnerabilities

iPatch| Hurst, TX   June 2021 - September 2021
Repair Technician
- Diagnosed and repaired 50+ smartphones, computers, and other tech devices, ensuring optimal performance and functionality
- Provided exceptional customer service by addressing 50+ client inquiries, troubleshooting software and hardware issues, and offered tailored tech solutions
- Optimized front desk operations by managing work orders and coordinating service request between customers and technicians, reducing delays by 5%

SKILLS

- Programming Languages: Java, C, C++, C#, Python, HTML, CSS, JavaScript
- Database Management: SQL, Microsoft Access, Database Design
- Software & Tools: AutoCAD, VS Code, IntelliJ, IDLE, Oracle
- Technical: Microsoft Office Suite (Word, PowerPoint, and Excel)

RELEVANT COURSEWORK

- Data Processing, Computer Networks and Distributed Computing, Advanced Application Development, Database Management Systems, Advanced Systems Development, Systems Analysis and Design, Discrete Structures, Algorithms and Data Structures, Object-oriented Programming