Ving Fung (Oscar)

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Highly analytical and detail-oriented emerging professional poised to excel within entry-level IT roles requiring strong technological knowledge and customer experience.

EDUCATION AND CERTIFICATIONS

Brooklyn College
Bachelor of Science: Double Major in Information Systems and Business Management,
Minor in Computer Science
Anticipated Graduation: Winter 2021; 3.31 GPA

CompTIA© A+
Acquired January 2020

EXPERIENCE

Brooklyn College
Network Support Aide (February 2020 – Present)
- Assists Faculty, Staff, and students in second level support on software related issues like SonicWall VPNs, Windows RDP, and Office 365.
- Aide Network Support staff in related issues.
- Preforms duties of installation and setups of software remotely via Bomgar©
- Assists coordination with the Network Administrator to ensure user issues are resolved

Staples Inc.
EasyTech Sales Associate (August 2018 – November 2019 / July 2020 – September 2020)
- Delivered first level support on software and hardware to customers and staff including basic usage and troubleshooting.
- Accurately and efficiently repaired computers and phones alike.
- Provided proper recommendations of hardware to customers.

NETWORK SUPPORT PROFILE

- **Programming Languages:** Proficient in the Java language and knowledge in Windows PowerShell

- **Information Technology:** CompTIA© certified knowledge of use and troubleshooting. Experienced with Windows 7, 8.1, 10, and Mac OS.

- **Communications:** Communicate well both orally and in writing. Fluent in Cantonese.