PHUC TRIEU TRAN

Engineer IT Support

- August ██ ████
- Male
- ████████
- ████████████
- 51 Nguyen Thai Hoc Road, Quarter 4, Trang Dai Ward, Bien Hoa city, Dong Nai Province

OBJECTIVE

Take advantage of skills, experience in software repair skills and knowledge of computers to become a professional Computer Support Officer and bring a lot of value to Customers. From there, I will contribute to the development of the Company.

SKILLS

English

Microsoft Ofice 365

EDUCATION

HCMC UNIVERSITY OF TECHNOLOGY AND EDUCATION   **AUG 2016 - APRIL 2021**
Major: Information Technology

WORK EXPERIENCE

HCLTECH AMERICA COMPANY   **APR 2022 - JULY 2024**
IT Analyst

- **Main responsibilities:**
- IT system admin
- Support site local P&G indochina in 2 Year.
- Analyze and provide IT solutions and business security processes
- Technical support and IT safety processes for production
- Desktop support (Installing, troubleshooting PC, Laptop, IP Phone, and Printer...)
- Network and Infrastructure support (Installing, troubleshooting, network devices, servers, etc.)
- Setting up user accounts, permissions and passwords
- Technical support for users using the network
- Overseeing security of all systems
- End user support and ticket system handling
- Contact and coordinate with the global team to handle related issues.

CERTIFICATIONS

- Completed the TOEIC Test with approximately grades at school : 500.   **2020 - PRESENT**
- Completed Certificate CCNA

SKILLS

Software and Technologies
- Analyze and provide the most optimal IT solutions
- Installation and maintenance of all systems.
- Building, configuration and troubleshooting of server and desktop hardware. Providing advice on selection and purchase of IT equipment.
- Ensuring that support calls are logged and handled effectively and efficiently.
- Responsible for disaster recovery, closing security loopholes and access levels.
- Ensure adequate antivirus protection & solutions are maintained and updated.
- Office 365
Personal skill
- Good analytical and problem solving skills
- Able to explain technical problems in a simple terms
- Logical thinker
- Up-to-date technical knowledge
- Good accurate records keeping