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Dat Truong

PROFESSIONAL SUMMARY

Experienced IT professionals with significant experience in troubleshooting, maintenance and repair of various systems. Possess strong analytical abilities and problem-solving skills necessary for diagnosing complex issues. Demonstrated success in improving system performance and reliability through preventative maintenance and timely repairs. Proven ability to work under pressure while maintaining high standards of service delivery.

SKILLS

- Fluent in using UNIX scripting
- Fluent Programming languages: C, C++ and Python
- Fluent in configuring networking and setup PC hardware
- Problem solving, adaptability, and Communication

PROJECTS & CERTIFICATIONS

Projects:

CS 470 Lab Project

- Set up multiple Virtual Machines (VMs) running various services including DNS, NFS, containers, and mail servers.
- Gained hands-on experience in system administration and IT skills, managing different Linux distributions.
- Installed and configured various Linux distros to run the required services, enhancing troubleshooting and problem-solving abilities.

Skills: Networking, Linux System Administration, Problem Solving

Homelab Setup

- Designed and built a homelab environment to strengthen knowledge of networking and Linux distributions.
- Configured Proxmox VE for virtualization, including VMs and Docker containers.
- Set up TrueNAS Scale for storage management and Tailscale for secure VPN access.
- Installed and configured Linux distributions such as Gentoo, Arch Linux, and BlackArch for pentesting.

Skills: Linux System Administration, Networking, Virtualization

Certification:

Dec 2024 - Google Cybersecurity Specialization

EXPERIENCE

NC Tech Computer, San Diego – *IT Solutions Technician*

2017 – Present

- Troubleshoot and fix both PC hardware and software issues.
- Optimize system performance for clients.
- Configure small business network equipment, hardware, and software.
- Provide personalized IT solutions, catering to the unique needs of each client and ensure customer satisfaction.

San Diego State University, San Diego – *Instructional Student Assistant*

Jan 2024 – Aug 2024

- Troubleshooted their problems in taught languages such as: C, Haskell, Prolog and Python
- Modified and set up Programming Assignment for students based on provided documents.
- Created automation processes such as: discord bot, server scripting, autograders on different languages: Haskell, Prolog, Python.

Monarch Company LLC, San Diego – *Office Administrator & IT Support Specialist*

2022 – 2023

- Provided comprehensive IT support, ensuring seamless office functionality.
- Fixed server connectivity issues (NAS) and maintained office equipment.
- Managed communication with vendors and customers, provided efficient responses.

Le Huynh Inc, San Diego – *Host*

2015 – 2022

- Delivered exceptional customer service.
- Processed order and requests from diners.

EDUCATION

San Diego State University, San Diego – *Bachelor of Science in Computer Science*

Expected Graduation date: June 2025

Grossmont Community College, El Cajon – *Associate of Science in Computer Science*

San Diego Academy, National City – *High School Diploma*