**Anh Tran**

(+44) 7596294903 | London, United Kingdom | anh\_tran\_13@hotmail.co.uk

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| **EMPLOYMENT** | |
| **Ethical IT, *1st Line Engineer***  MSP Company – Supporting multiple clients and regular inhouse support for client’s site. Focus on ITIL methodologies and using SLA to complete tickets.   * Proficient in configuration, deployment and support for desktop, laptops with windows OS and MS office / O365. * Proficient in windows server 2010, 2012 and 2016 support. * Experienced in management of Active Directory, Exchange, O365, MS Azure, SharePoint Online, MS OneDrive, SCCM and PowerShell. * High level of proficiency in use, management and configuration of ticket management systems such as ConnectWise, footprints and Atera. * Strong Experience and proficiency in support and management of wide range of IT related devices and technologies such as printers, copiers, scanners IP Phones, and mobile phones. * Some experience in using virtual tools such as VMWare, MS Azure   Removed and replaced malfunctioning components to correct hardware problems. * Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks. * Helped streamline repair processes and update procedures for support action consistency.  Used advanced technical knowledge and troubleshooting skills to diagnose problems with desktops, mobile devices, applications and peripheral equipment. * Provided on-site and remote technical support to users. | ***12/2018 to Current*** |
| **Ethical IT, *Apprentice Desktop Support***   * Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team. * Explained technical information in clear terms to non-technical individuals to promote better understanding. * Engaged end users and answered questions via email and phone. * Configured hardware, devices and software to set up work stations for employees. * Helped end-users with technical questions. * Installed any associated local or network printers, scanners, keyboards and mice. * Restored users MS Outlook personal files and folders PST Files . * Provided technical support to end-users. * Responded to alerts via e-mail and software monitoring tools. * Performed system audit and inventories. * Provided on call support for critical issues | ***04/2018 to12/2018*** |
| **American Nails, *Store Manager***   * Provided training and mentoring to new staff to maximise performance. * Implemented deals for speciality services such as acrylic nails to increase revenue by 25%. * Cleaned and sanitised equipment and workstation to pass 1 health and safety inspections. * Planned business updates, implemented changes and directed marketing initiatives. * Managed business operations and administered budget. * Responded to customer requests and concerns in timely manner. * Followed through with client requests in timely manner. * Promoted products and services on social media platforms to increase reach, engage with potential clients and showcase service portfolio. | ***01/2017 to 04/2018*** |
| **Kream Entertainment Group, *Senior Promoter***   * Conferred with customers about concerns with products or services to resolve problems and drive sales. * Compiled customer feedback and recommended service delivery improvements to management. * Sold Tickers to customers through Social Media and Face to Face. | ***07/2013 to 07/2017*** |
| **PROJECT & WORK EXPERIENCE** | |
| **Naruto Online Text Base Game, Founder & Developer**   * Daily Administration via Webhost, Cpanel, Domain etc * Handling user complaints via support site * Implementation of different modules for the game, using different technologies PHP, HTML, CSS, MYSQL, CRON JOBS * Daily routine backup * Integrated Paypal with in game real money value package * Annual Revenue £1000 from in game purchases | ***06/2010 to 06/2011*** |
| **SKILLS, ACTIVITIES & INTERESTS** | |
| Language and communication Skills: English, Vietnamese (Fluent), Touch Typing (Avg. 70 WPM)  **Tech Stack:**   |  |  |  |  | | --- | --- | --- | --- | | * Office 365 | * Adobe Suite | * AV: Avast / ESET | * TeamViewer | | * Windows / Mac OSX | * VMWare / MS Azure | * MS SharePoint | * LogMeIn | | * MS OneDrive | * Avaya IP Office | * Window 7 / 10 | * Server 2008 / 2016 | | * Active Directory | * PowerShell | * DHCP | * Exchange 2010 | |  |  |  |  | | * Overclocking CPU | * Replacing PC Hardware | * Cloning HHD |  | |  |  |  |  | | * PHP | * HTML | * Visual Basics | * MySQL | | * cPanel | * WHM | * PhpMyAdmin | * WordPress | | * WooCommerce | * Web Hosting | * Domain Names (DNS) | * Java | | * Python |  |  |  | |  |  |  |  |   **Activities:** professional Customer Service, Cryptocurrency Day Trading / Investment, Full UK Driving License | |

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| **CERTIFICATIONS** | |
| **Microsoft**   * MTA 98-368: Mobility and Device Fundamentals * MTA 98-366: Networking Fundamentals * MS-100: Microsoft 365 Identity and Services | ***11/2018***  ***08/2018***  ***08/2019*** |
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**EDUCATION**

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| **University of Birmingham**   * Computer Science; Incomplete |
| **Bolton Sixth Form College, Bolton**   * A levels; Art & Design Graphics and Computing * Diploma in financial studies, A * Certificate in Financial Studies; A |
| **Essa Academy, Bolton**   * Functional level 2 qualification in IT, Mathematics, Adult numeracy certificate |
| **Essa Academy, Bolton**   * 9 GCSE’s including A in Mathematics, C in English * Distinction in ICT * Distinction\* in Business studies |

**REFERENCES**

References are available on request