Huynh Ngoc Dan

HELPDESK



Dob March 22, 2004

Gender Male

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Objective

Enthusiastic and detail-oriented individual seeking an IT Help Desk position to leverage strong technical knowledge and exceptional customer service skills in troubleshooting and resolving user issues.

Certifications

Jan 2015

Microsoft Certified: Modern Desktop Administrator Associate This certification focuses on deploying, configuring, securing, managing, and monitoring devices and client applications in an enterprise environment.

Honors & Awards

May 2014

"Helpdesk Hero" Badge Earned for going above and beyond in a critical situation

Work experience

June 2020 - Apr 2023

TopCV TECH CLOUD COMPANY

IT Helpdesk

Main responsibilities:

- Provided first-line technical support to 200+ internal users via phone, email, and in-person assistance.
- Troubleshooted and resolved a variety of software and hardware issues, achieving a first-call resolution rate of 85%
- Utilized remote desktop tools (e.g., TeamViewer) to diagnose and fix user computer problems efficiently.
- Documented all user interactions and problem resolutions in a ticketing system (e.g., Zendesk) for future reference.
- Escalated complex technical issues to senior IT staff for further resolution.
- Maintained a knowledge base of frequently asked questions (FAQs) to empower users with self-service solutions.

June 2015 - Apr 2019

TopCV XYZ COMPANY

IT Support Specialist

Main responsibilities:

- Delivered exceptional technical support to 500+ external clients across various industries.
- Provided equipment for the whole company including laptop and desktops
- Manage internet connection system and WIFI system for the company
- Diagnosed and resolved network connectivity problems, reducing client downtime by an average of 20%.
- Configured and deployed new laptops and software applications for efficient user onboarding (e.g., Microsoft Office 365).
- Provided user training sessions on new software functionalities, ensuring user adoption and productivity.
- Collaborated with network engineers to troubleshoot and resolve network-related issues affecting user access.

to ensure minimal downtime and maintain business operations during a major system outage.

Interests

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Additional information

- Helpdesk Tools: Proficient in Zendesk, ServiceNow, and Freshdesk
- Operating Systems: Advanced knowledge of Windows, macOS, and Linux
- Software: Microsoft Office Suite, Google Workspace, and Slack

• Contributed to the development of a comprehensive knowledge base, improving user self-sufficiency by 15%.

Education

_____ Oct 2012 - May 2014

TopCV University

Computer Science

GPA: 3.6/4

Activities

_____ Jan 22 2015 - Jan 24 2016

Tech Club Member at University

Member

Actively participated in weekly tech club meetings, leading workshops on software troubleshooting and cybersecurity best practices. Collaborated on group projects to enhance campus IT infrastructure, significantly improving network reliability and security.

References

Michael Lee Position: Senior IT Support SpecialistCompany: TechGuru ServicesPhone: (789) 012-3456Email: mlee@techguru.comRelation: Michael was a senior colleague at TechGuru Services who I collaborated closely with on several projects.

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