



**NGUYEN
QUANG HAI**

IT TECHNICIAN

BACKGROUND INFORMATION



08/10/1987



Male



0905 564062 (Zalo)



quanghai0810@gmail.com



71 Tran Duc Street,
Lien Chieu Dis., Da Nang City



Photography



Music



Traveling



Play Football



Drink Coffee

CAREER OBJECTIVE

My goal is to be associated with a company where I can use my skills and gain more experience while improving the company's productivity and reputation.

CERTIFICATES

- CCNA (Cisco Certified Network Associate)
- MCSA (Microsoft Certificate System Administrator)

EDUCATION

ISPACE College — Major: **Network System Administration**
— Classification: **Good**

WORK EXPERIENCE

HOIANA - Hoi An South Development Company

Position: IT Support Specialist

Work Experience (2019 - Present)

- Work on the Call Registration and Coordination system.
- Install and configure computer hardware operating systems and applications monitor and maintain computer systems and networks.
- Talk to staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshoot system and network problems, diagnose and resolve the hardware or software faults, replace parts as required.
- Provide support: including procedural documentation and relevant reports.
- Follow diagrams and written instructions to repair a fault or set up a system.
- Support the roll-out of new applications.
- Set up new users' accounts and profiles and deal with password issues, permission access, security information..
- Respond within agreed time limits to call-outs.
- Work continuously on a task until completion (or referral to third parties, if appropriate).
- Rapidly establish a good working relationship with customers and other IT professionals.
- Other tasks assigned by Line Manager and Company Management



The value
of life
is not its duration,

.....
but it's donation

WORK EXPERIENCE

THANH TIN Printing - Advertising & Trading Company

Position: IT Service Desk - Graphic Designer

Work Experience (2016 - 2019)

- Administration of internal networks, internet, website, gmail, telephone exchange ... of the company.
- Install and assemble the personal computer, camera, printer, burglar alarm system-fireproof, telephone exchange, timekeeper...
- Install and support users to use office software (Word, Excel, accounting software), graphics software (AI, Corel, 3dmax...).
- Survey, quote and execute high-tech projects in the company's projects with customers.

PHI LONG Technology

Position: IT Technician

Work Experience (2015 - 2016)

- Install and assemble the personal computer, laptop...
- Communicate and handle customer requests
- Install software for customers (Office, Graphics, App, Game...).

ICARE DA NANG International Computer Hospital

Position: Technician

Work Experience (2013 - 2015)

- Install and assemble the personal computer, laptop...
- Communicate and handle customer requests

PERSONAL SKILLS

Equipment Management

● ● ● ● ● ● ● ●

Office IT

● ● ● ● ● ● ● ●

System Administration

● ● ● ● ● ● ● ●

Install software & hardware

● ● ● ● ● ● ● ●

Teamwork

● ● ● ● ● ● ● ●

Soft Skills

● ● ● ● ● ● ● ●

Design

● ● ● ● ● ● ● ●

