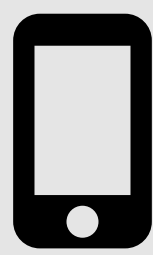


Han Pham-Smith

Highly adaptable and self-motivated seeking to foster a positive work environment and assist in web development. Dedicated and enthusiastic web developer with skills in front-end development and design. Passionate about transforming ideas into beautiful designs and focusing on quality with user-centered design.



hanphamsmith@gmail.com



360-721-1854



Vancouver, WA



https://hanp-s.github.io/HanPhamSmith-Dev/home.html

EDUCATION

Clark College, Vancouver, WA

- Associates in Arts
- Certificate of Proficiency - Web Development

Graduated 06/2020 3.94/4.0
Anticipated graduation 08/2022

Relevant coursework:

- Programming and Problem Solving
- HTML Fundamentals
- WordPress
- Web and Interface Design I
- User Experience Design

Certification:

MTA 98-383: Programming using HTML and CSS
MTA 98-381: Programming using Python

SKILLS

Languages & Frameworks

HTML & CSS

Bootstrap

Python

Design

Figma

UX / UI Design

Prototyping / Wireframing

Responsive Design

Tools & platforms

Git / Github

WordPress

Visual Studio Code

Slack

Microsoft Office

WORK EXPERIENCE

IT Support Tech I

IT Services, Clark College

01/2022 - Present

Achievements / Tasks

- Use Active Directory to reset passwords for faculty/staff and students
- Act as the first point of contact for incoming technology requests
- Perform front line duties by answering help desk calls, questions from walk-in clients and opening tickets in the college helpdesk application
- Troubleshoot software issues and document solutions
- Route tickets to the proper desktop technicians, network engineering, and application management IT members as needed.
- Ensure continuous clients support and contact with clients
- Escalate critical system interruptions with IT incident response personnel

Lab Assistant

IT Services, Clark College

09/2021 - 12/2021

Achievements / Tasks

- Assisted students in the use of Microsoft Windows, Microsoft Office, Apple computers, related applications software and peripheral devices
- Troubleshotted and helped with the configuration of the wireless devices connecting to the student network
- Assisted students experiencing login problems
- Did basic computer troubleshooting and assisted in computer repairs
- Monitored lab patrons and all supplies on a weekly basis
- Worked with Office Assistant Leads to ensure compliance with Clark College's Student Computing Resources Policy

Bank Teller

Wells Fargo

10/2020 - 09/2021

Achievements / Tasks

- Assisted customer by accurately and efficiently processing their cash and checks
- Helped customer with filling checks, preventing fraudulent and with new products
- Assisted managers with office administration tasks, such as answering phone calls, making copies, scheduling for customers, and monitoring all supplies needed
- Informed customers about self-service digital options
- Followed policies and procedures
- Engaged conversations with customers by actively listening and asking questions
- Introduced customers with other team members to help them financially succeed

Vice President

Student Government (ASCC), Clark College

06/2019 - 06/2020

Achievements / Tasks

- Hired 20 students for ASCC's committees in one month
- Trained student representatives by planning an orientation
- Made 10 tri-folder boards with specific themes and bookmarks for ASCC recruitment
- Made posters and flyers for recruitment and for ASCC in general
- Created ASCC slogan and promote ASCC on social media
- Monitored the attendance of 30 student representatives in 25 committees and was a connection between the representatives and the committee chairs
- Served as a voting chair of the ASCC Appointments Committee, coordinated recruitment calendar, promotions, committee participation, meeting day, time, location, and overall interview process.
- Coordinated appointments as specified in the ASCC Bylaws; reviewed and updated appointment materials and information
- Created specific recruitment events, such as Tie Dye Social, and other small events.
- Was a liaison between students, faculty, staff, administration, and community