Hoang (Helen) Tran

Front-End Software Developer

719-301-9583 (Google Voice)
helenpt37@gmail.com

Skills

Javascript, HTML, CSS, React JS, Redux; Computer Savvy; Customer Service and Support; Computer Systems Assembly and Configuration; Home and Office Network Setup, Desktop and Laptop Maintenance; Technical Documentation

Experience

American Fidelity Assurance / IT Ops Technician
December 2021 - June 2023

- Troubleshooting technical issues for internal colleagues via phone calls, and ServiceNow chat and ticketing system
- Windows 10, printer installs, Office 365 products, Cisco AnyConnect client, Active Directory
- Utilizing LogMeIn console to remote into colleagues' system to resolve issues

GIGABYTE Technology / Technical Support Specialist
February 2020 - February 2021, City of Industry CA

- Troubleshooting technical issues via phone calls and eSupport ticketing system for motherboards and graphics cards
- Hardware installation for new system assembly, OS installation, driver issues, software support
- Hardware testing

Custom Computers / Technical Support
March 2018 - March 2019, Concord CA

- Troubleshoot Windows (7, 8, 10) and Mac(10.6 and later)
- Assemble and configure new desktops for clients
- Replace faulty parts in desktops and laptops
- Scan and remove viruses from affected computers
- Home office and small office network setup
- Data imaging, hard drive cloning (Easus Disk Imaging, Acronis)
- Remote desktop support (TeamViewer, WebEx)
- Basic Active Directory configurations

Education

Stockdale High School / High School Diploma, 3.5 GPA
June 2011, Bakersfield CA

Languages

- English - Fluent
- Vietnamese - Fluent