Helen Tran

Front-End Developer

Colorado Springs, CO
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https://helen-tran.space/

OBJECTIVE

Detail-oriented and customer-focused IT professional with a diverse background in technical support, seeking an entry-to-mid-level front-end web developer position. Adept at troubleshooting, hardware/software support, and network configuration, with a strong foundation in JavaScript, HTML, CSS, React JS, and Redux. Eager to apply technical skills and passion for web development in a dynamic and collaborative environment.

EXPERIENCE

American Fidelity Assurance / *IT Ops Technician*

December 2021 - June 2023, Oklahoma City OK

- Troubleshot technical issues for internal colleagues through phone calls, ServiceNow chat and ticketing system.
- Provided support for Windows 10, printer installations, Office 365 products, Cisco AnyConnect client, and Active Directory.
- Utilized LogMeIn console for remote system access to resolve issues promptly.

GIGABYTE Technology / *Technical Support Specialist*

February 2020 - February 2021, City of Industry CA

- Diagnosed technical issues via phone calls and eSupport ticketing system for motherboards and graphics cards.
- Conducted hardware installations for new system assembly, resolved OS installation, driver issues, and provided software support.
- Performed hardware testing to ensure product quality.

Custom Computers / *Technical Support Technician*

March 2018 - March 2019, Concord CA

- Conducted troubleshooting for Windows (7, 8, 10) and Mac (10.6 and later) systems.
- Assembled and configured new desktops for clients, replaced faulty parts in desktops and laptops.
- Executed virus scans and removals, set up home office and small office networks.
- Proficient in data imaging, hard drive cloning (Easus Disk Imaging, Acronis), and remote desktop support (TeamViewer, WebEx).
- Gained experience in basic Active Directory configurations.

SKILLS

- Proficient in HTML, CSS, JavaScript
- Experience with React and Redux
- Familiarity with Git for version control
- Detail-oriented with strong communication skills
- Ability to collaborate effectively in a team environment
- Computer savvy
- Technical documentation
- Fast learner

LANGUAGES

- English
- Vietnamese

REFERENCES

- Available upon request.