

Hoang (Helen) Tran

React/Redux Developer

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<https://github.com/helenpt37>

<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. English-Vietnamese bilingual.

Work Experience:

American Fidelity Assurance / IT Ops Technician

December 2021 - June 2023, Oklahoma City OK

- Troubleshoot 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

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.
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Skills:

- **Web Development:**
 - JavaScript
 - HTML
 - CSS
 - React JS
 - Redux
 - **Technical Support:**
 - Troubleshooting
 - Hardware and software support
 - Customer service and support
 - Computer systems assembly and configuration
 - Network setup for home and office
 - **Additional Skills:**
 - Computer savvy
 - Technical documentation
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References:

Available upon request.