Mike Trinh

IT Professional and Software Developer

WORK EXPERIENCE

Desktop Support Specialist
February 2021 – February 2022

Reed Smith, San Francisco, CA

- Implemented desktop support for applications such as MS Office Suite, Windows, Digital File, Internet, voicemail/Unified Messaging, email, and proprietary applications.
- Troubleshot hardware equipment, including printers, telephones, SmartPhone devices, dictation devices, mobile PCs, desktops, monitors, and other peripherals. This includes preparing and installing mobile PCs and desktops and working with vendors to maintain/fix equipment.
- Escalated problems to the appropriate Analyst, Programmer, Supervisor, or Manager when necessary. Catalogued information gathering, communication, or as requested in the resolution of escalated problems.
- Recorded known and new issues for future reference and created troubleshooting guides.

Lab Support Tech
July 2020 – January 2021

Team Cinder, Santa Clara, CA

- Recorded and shipped out hardware for testing between different sites.
- Coordinated remote desktop protocol for teams for WFH in the labs.
- Resolved hardware issues in laptops by opening and replacing components such as the RAM or the power supply.
- Liaised different IT teams to resolve LAN issues within labs.
- Configured and set up routers specifically for labs.
- Manually set up routers via DHCP using corporate IP.

Auto Support Analyst
March 2020 – July 2020

Accenture, Mountain View, CA

- Created guides for users to understand new hardware.
- Configured and tesed hardware setups.
- Diagnosed hardware issues.
- Led training sessions of hardware setup through Zoom.
- Held meetings to introduce new hardware to team members.
- Flashed image APKs into android products.
- Manually ran QA scripts to test firmware.

Production Tech
November 2018 – August 2019

Anatomage, San Jose, CA

- Assembled up to 10 Windows computers a week.
- Documented all defective computer components for RMA.
- Calibrated touch screen devices by manual testing.
- Verified finished products adhere to quality assurance checklist..

CONTACT

- Leander, TX (Open to Remote)
- San Jose, CA (Open to Relocate)
- (408) 334 - 2117
- xmikecolx@gmail.com
- Linkedin
- Github
- Portfolio

SKILLS

Software Development:
- JavaScript
- HTML
- CSS
- Nodejs
- Expressjs
- React
- MongoDB
- Python
- PostgresSQL
- Postman

EDUCATION

San Jose State University
Major in Communication Studies
August 2014 — December 2018

CERTIFICATES

- Certificate of Completion from General Assembly's Software Engineering Immersive 2022

PROJECTS

onForAll - Github - (Coming Soon!) - An app that lets users choose which crypto coin to view.
myProps - Github - myProps - An app that allows users to keep track of their
Oddjobs - Github - Oddjobs - An app that allows users to post quick and short jobs for others to save.