

Mike Trinh

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Relevant Experience

Skills: JavaScript, Python, HTML, CSS, Nodejs, Expressjs, React, Bootstrap, MongoDB, Docker, PostgreSQL, Postman

Projects

oneForAll - [Github](#) - (Coming Soon!) - An app that lets users choose which crypto coin they like to save. Users are able to view information on their coin such as price or supply. The data of the coins are taken from an external API, then saved into a database on the backend.

myProps - [Github](#) - [Deployment](#) - An app that allows users to keep track of their properties and tenants. We wanted to build an app to help users manage their properties all in a single app. App was built with a team of people within the cohort using MongoDB, Expressjs, Nodejs, JavaScript, React, HTML, and CSS.

Oddjobs - [Github](#) - [Deployment](#) - An app that allows users to post quick and or odd jobs for others to accept. Goal of the app is to ensure anyone is able to use it, even if they don't have a resume.

Work Experience

Desktop Support Specialist | **Reed Smith** | San Francisco, CA | March 2021 - February 2022

- Implemented desktop support for applications such as MS Office Suite, Windows, Digital File, Internet, voicemail/Unified Messaging, email, and proprietary applications.
- Troubleshoot 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 | **Team Cinder** | Santa Clara, CA | July 2020 - December 2020

- 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 | **Accenture** | Mountain View, CA | March 2020 - July 2020

- Created guides for users to understand new hardware.
- Configured and tested 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 Technician | **Anatomage** | San Jose, CA | November 2018 - August 2019

- 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.

Education

General Assembly | [Software Engineering Immersive](#) | Remote | August 2022 - November 2022

San Jose State University | [Communication Studies](#) | San Jose, CA | August 2014 - December 2018