Joey Tran

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WORK EXPERIENCE

All3media America

Junior System Administrator — June 2022 – Present

- Design, implemented, installed, and configured Server 2016.
- Deployed new WSUS server to manage, monitor, and update desktop and server infrastructure Operating Systems.
- Worked with new vendor to implement MDM solution for Apple OS devices.
- Analyzed infrastructure for performance issues and implemented architecture changes.

Help Desk Technician — July 2021 – June 2022

- Develop internal documentation for all installs, configurations, and troubleshooting issues
- Setup and maintain new Veeam backup solution for all VMs.
- Provided quick and efficient technical support for entire organization
- Created scripts to monitor and changing O365 accounts using PowerShell

Healthsource MSO, Inc. — Alhambra, CA

Help Desk Technician — Dec. 2020 – July 2021

- Managed infrastructure upgrades, logical analysis, and resolution of end user hardware and software issues.
- Created internal knowledge base and tutorial guides, with documentation of all transactions and support interactions for future reference.
- Onboarded new users with orientation, configuring Active Directory account, Exchange creation, and security groups implementation.
- Implemented routine phishing attacks and security training reducing overall business vulnerability and insuring HIPAA compliance and company GPO assurance.

Access Ingredients, Inc. — South Pasadena, CA

Account Manager — Sept. 2018 – Jan 2020

- Exceeded sales goals in new customer leads and increased client retention by 80%.
- Engaged with R&D, marketing teams, product managers, and service personnel to stay current on company offerings and business policies.
- Coordinated trade shows, educational seminars, and created marketing campaigns gaining extensive influx of new customers.

Account Coordinator — Jan. 2016 – Sept. 2018

- Expanded and deepened relationships with key customers by closely monitoring projects, providing information, and resolving concerns.
- Liaised with customers, management, and sales team to better understand customer requirements and recommended appropriate solutions.

Technical Support — Dec. 2012 – Jan. 2016

- Configured all hardware, devices, and software to set up employee workstations.
- Developed tracking tools for inventory management which streamlined processes and improved customer delivery.
- Provided first line response for users requiring assistance with IT issues and complications.
- Patched software and installed updated versions to eliminate security problems and to protect data.

CERTIFICATIONS

- CompTIA A+, CompTIA Network+, CompTIA Security+, AWS SAA

EDUCATION

California State University – Los Angeles **Dec. 2020**

BS, Computer Information Systems *Los Angeles, CA*

SKILLS & PROJECTS

- **Skills:** Microsoft 365; Windows; Mac OS; Linux; Microsoft Servers; Active Directory; Hyper-V; HTML; Python; SQL; PowerShell; AWS
- **Software:** ServiceNow; Veeam; Crowdstrike, Barracuda, Watchguard; KnowBe4; Spiceworks; Bitdefender; Google Workspace; Mosyle
- **Projects:** Unraid Server running Docker containers and VMs. Docker Plex media server. Linux, Windows, Windows Server 2019 connected VMs for administrative practice.