Jamie Pham

Support Technician

Team-oriented, and self-motivated individual with experience in communicating and resolving technical issues with customers. Strong work ethic and adaptable in all professional matters.

✉ jamiepham14@gmail.com 📱 339-224-7439 📍 Malden, Massachusetts in linkedin.com/in/jamie-pham-wit

EDUCATION

Bachelor of Science in Computer Science
Wentworth Institute of Technology

08/2014 - 08/2018   *GPA: 3.07*

TECHNICAL SKILLS

Softwares:	Office 365, Zendesk, KACE, Active Directory, Oracle EMC, LogMeIn Remote Access, VMWare Workstation, Virtual Box, Wireshark, Clonezilla, Teamviewer	**Operating Systems:**	Windows 7, Windows 8/8.1, Windows 10, Windows 11, macOS, Android, iOS
Networking:	Routers, Wi-Fi, VPN, Wireless Mesh Networks, TCP/IP, LAN, WAN, PAN, DHCP, FTP, RDP	**Hardware:**	Peripherals, Assembling & Installing Windows Computers, Computer Hardware Maintenance

CERTIFICATIONS

CompTIA A+ Certified (07/2019 - 08/2022)   CompTIA Network+ Certified (08/2019 - 08/2022)

WORK EXPERIENCE

Support Technician
YMCA of Greater Boston

08/2020 - 12/2023   *Boston, MA*

Achievements/Tasks

- Provided first level support for file servers, AD, and AV
- Provided 2nd level support for desktop & laptop hardware, and office suite software
- Installed applications and performed computer upgrades
- Recommended purchases of laptop computers
- Triaged upcoming tickets and delegated or escalated as appropriate
- Maintained Active Directory and KACE Environment with over 1,000 users and 600 devices

IT Intern
Patina Restaurant Group

10/2019 - 03/2020   *Boston, MA*

Achievements/Tasks

- Configured, imaged, and installed Windows 10 devices
- Assisted in new restaurant opening technology tasks
- Provided on-site hardware and software deployment field support
- Provided first level IT support for restaurant and corporate employees with diagnosis of hardware and software issues