

# JUSTIN HOANG

<ADDRESS REDACTED>

<CELL REDACTED> | HOANG.JUSTIN@GMAIL.COM

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## EDUCATION

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### UNIVERSITY OF CALIFORNIA, RIVERSIDE

Bachelors in Business Administration, Concentration in Information Systems

Anticipated: June 2017

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## TECHNICAL SKILLSETS

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- Over 6 years of providing professional technical support in residential and enterprise environments
- Experience in A/V, CCTV IP and Point-of-Sale wiring, installation and troubleshooting
- Comprehensive background and support experience in Windows and Macintosh systems
- Extensive hardware experience in desktops, laptops, and mobile devices in troubleshooting and repair
- Experience in home networking, small business network infrastructures, and management. Including cable run installations, terminations, and line analysis/diagnosis
- Exposure to enterprise networks, server databases, group policy management, and UNIX servers
- Developed and implemented solutions for educational institutions and enterprise infrastructures
- Proficiency in Microsoft Windows, Mac OS, Microsoft Office Suites, Adobe Photoshop, Illustrator

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## PROFESSIONAL EXPERIENCE

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### UNIVERSITY OF CALIFORNIA, RIVERSIDE | UNDERGRADUATE EDUCATION

#### SENIOR TECHNICAL SUPPORT

(MAY 2014 – CURRENT)

- Maintained independent responsibility of the maintenance and repair of computers including day-to-day operations via support ticketing systems, support escalation, and team collaboration as needed
- Escalated crucial incidents to correct teams to expedite incident resolution times
- Provided support and communication to faculty and staff members for computers, printers, and networks
- Interacted with staff members and faculty to complete long-term projects, including proposals
- Contacted and negotiated with vendors based on staff requests to provide the necessary equipment in a reasonable time frame while maintaining cost efficiency
- Created and maintained documentation in relation to all University systems for faculty, staff to review

### PACIFIC COMPUTERS & MALIBU TECHNICAL SUPPORT

#### HEAD TECHNICIAN

(MAY 2010 – CURRENT)

- Diagnosed and repaired computers and computer components in a commercial and retail scale, including multi-platform lab environments.
- Provided HIPAA, PCI, and FERPA compliant systems for medical, business, and school facilities
- Served as the primary technician to provide Apple iOS and mobile device troubleshooting and hardware support, including soldering and component re-soldering
- Coordinated schedules for on-site appointments for technicians and led follow-ups with clients

### UNIVERSITY OF CALIFORNIA, RIVERSIDE | RESIDENTIAL LIFE

#### RESIDENT ADVISOR

(AUGUST 2015 – CURRENT)

- Advised over 50 students in distinct residential environments by developing and conducting programs on diversity, academics, personal development and more
- Managed administrative tasks including room condition reports, maintenance requests, conflict resolutions, purchasing paperwork, and assessments
- Prepared various reports regarding student behavior or facilities for proper supervisory escalation
- Formal training in customer service, diversity, community, crises management & counseling
- Worked on a collaborative team to provide support and services to encourage residential student success