Justin Hoang

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Education

University of California, Riverside

Bachelors in Business Administration, Concentration in Information Systems & Management | Anticipated: June 2017

Employment History

University of California | Undergraduate Education

Senior Technical Support   (May 2014-Current)

- o Work alongside and train professional faculty and staff members with technical support across computers, printers and networks.
- o Maintain responsibility of the maintenance and repair of computers including day to day operations with support ticketing system within the Undergraduate Education Department.
- o Work with various staff members and faculty to complete long-term projects, including proposals

Pacific Computers/Malibu Technical Support   (May 2010 - Current)

- o Diagnose and repair computers and computer components in a commercial and retail scale, residential and business environment including labs. Specializing in mobile device repair and hardware support, troubleshooting and repair including soldering and component resoldering.
- o Manage schedules for on-site appointments for each technician and lead follow-ups.
- o Trained and certified to perform Apple iOS Device repair. Also trained to attend to and perform skillsets on-site to large corporate companies, firms and retail stores.
- o Strong background and experience in Windows, Macintosh and UNIX systems.

Hoang's I.T.   (January 2009 - Current)

- o Started a small business to meet the needs of colleagues, families and friends; removed malware, viruses, restored and reinstalled operating systems, provided remote support and other various hardware and software support.
- o Manage electronic equipment for athletic events, including electronic scoreboards, A/V systems, and real-time streams, experience in home theater installations, setup and CCTV systems.
- o Assist with El Camino Real Charter High School directly with hardware and network issues.

University of California, Riverside | Housing, Dining & Residential Services

Resident Advisor   (August 2015-Current)

- o Advising over 50 students in distinct residential environments by developing and conducting programs on: diversity, substance abuse, personal development and more!
- o Manage administrative tasks including room condition reports, maintenance requests, conflict resolutions, assessments, leadership growth and training and public speaking.
- o Formal training in customer service, diversity, community, crises management & counseling

Summer Resident Conference Assistant   (Summer 2015)

- o Provided customer service to all domestic and international conference guests, residents and parents in an office environment, including conflict resolution and emergencies.
- o Work 12 hour shifts overnight on-call to all conference guests, residents and parents who may require additional amenities at all times.
- o Provide administrative support to Conference Groups, Administrators, Dining Services, Custodial, Maintenance and Residence Life Staff.

Lothian Building President   (August 2014 – June 2015)

- o Experience in programming small and large-scale events, managing time efficiently, budgeting funds up to $60,000 and leading students to grow and become a strong leader.
- o Provided liaison between administration, resident advisors, program coordinators, and professional faculty members to create a safe, comfortable, and fun living environment.

Professional and Technical Skillsets

- o Strong hardware experience in desktops, laptops and mobile devices including troubleshooting and repair.
- o Over 5 years of providing professional technical support in an enterprise and commercial level.
- o Developed and implemented solutions to educational institutions and enterprise infrastructures.
- o Many leadership positions handling employees and volunteers in differing environments.
- o Substantial logistical event planning and management with vendors, employees and volunteers.
- o Strong experience in home networking, small business network infrastructures and management.
- o Exposure to enterprise networking, including server database, group policy management and UNIX
- o Familiarity in common coding languages, including C++ and Java.