JUSTIN HOANG

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EDUCATION

UNIVERSITY OF CALIFORNIA, RIVERSIDE
Bachelors in Business Administration, Concentration in Information Systems   (June 2017)

TECHNICAL SKILLSETS

- Over 6 years of providing professional technical support in residential and enterprise environments
- Experience in home theater wiring and installation and CCTV IP systems
- 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
- Understanding in enterprise networks, server databases, SQL, group policy management, and UNIX servers
- Emphasis on Active Directory, Exchange, Skype for Business, Men & Mice, LANDesk, Cherwell Service Mgmt
- Developed and implemented solutions for educational institutions and enterprise infrastructures
- Proficiency in Microsoft Windows, macOS, Microsoft Office Suites, Adobe Photoshop, Illustrator

PROFESSIONAL EXPERIENCE

ESRI
SERVICE DELIVERY TECHNICIAN   (JULY 2017 – PRESENT)
- Accepted help/service desk requests from colleagues via phone, IM and email; provided technical support through these means of communication in a collaborative, dynamic and fast paced environment
- Formulated strong technical and analytical skills between various hardware and software products in order to strongly support devices and programs requested by colleagues in a timely manner
- Diagnosed and created new documentation for devices or issues that were unknown to the team, to ensure efficient productivity for the team as a whole
- Troubleshooted and repaired desktops, laptops and mobile devices at a front-desk counter, that offered immediate support for colleagues that required the urgent assistant

UNIVERSITY OF CALIFORNIA, RIVERSIDE | UNDERGRADUATE EDUCATION
SENIOR TECHNICAL SUPPORT   (MAY 2014 – JUNE 2017)
- 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 technical support to faculty and staff members across 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

PACIFIC COMPUTERS & MALIBU TECHNICAL SUPPORT
HEAD TECHNICIAN   (MAY 2010 – JANUARY 2016)
- 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