Kenny Tran

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EDUCATION

University of Texas at Dallas   **Richardson, Texas**
B.S. in Computer Information Systems and Technology   *Expected Graduation, May 2026*
- o **Concentrations:** Cybersecurity Management Track
- o **Related Coursework:** Database Fundamentals, Network and Info. Security, System Analytics and Design, Foundations of Business Intelligence, Data Governance, Information Technology Cybersecurity

EXPERIENCE

The Beck Group   **Dallas, Texas**
IT Help Desk Intern   *May 2024 – August 2024*
- Delivered prompt IT support across email, phone, and in-person channels, resolving hardware, software, and network issues
- Streamlined onboarding for new hires by configuring laptops, setting up essential program access, and guiding initial IT setup
- Led the replacement of 80+ computers and managed recycling for 200+ laptops, ensuring secure data disposal and efficient asset management

Apple Inc.   **Cupertino, California**
Apple Technical Support Advisor   *May 2023 – Sept 2023*
- Analyzed root causes of technical issues for iOS/macOS users, utilizing Apple's internal databases
- Decreased average call handle time to 10 minutes, achieving a monthly 100% customer satisfaction score

BlackSwan Cyber Security   **Dallas, Texas**
Cyber Security Intern   *May 2023-Aug 2023*
- Enhanced cybersecurity processes and productivity through strategic support and task prioritization
- Created SOC monthly threat reports, distributing insights in newsletter format
- Authored cybersecurity blog posts to strengthen public awareness and expertise

Best Buy   **Garland, Texas**
Consultation and Advanced Repair Agent   *Oct 2021 –Jan 2022*
- Consulted on technology solutions, diagnosing and resolving hardware/software issues
- Managed 20+ devices a week ranging from malware removal, iPhone repair and PC builds while maintaining customer communication throughout the repair process

CERTIFICATIONS

- CompTIA A+   *Earned September 2024*
- CompTIA Network+   *In Progress, Expected May 2025*
- CompTIA Security+   *In Progress, Expected June 2025*
- Microsoft Azure Fundamentals (AZ-900)   *In Progress, Expected June 2025*
- Splunk Core Certified User   *In Progress, Expected August 2025*

SKILLS

Programming: Java, Python, JavaScript, HTML/CSS, SQL, R, Node.js, React.js, MATLAB, C++, C, Swift (iOS)
Tools: Android Studio, IntelliJ, PyCharm, Eclipse, AWS, Jupyter Notebooks, Git, Bootstrap, Spring Boot, Agile, mySQL, XAMPP