Kevin Tran

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Profile

Creative software engineer passionate about interactive experiences and simplifying workflows. With 2 years of IT and technical support experience at UC Irvine, I bring strong problem-solving skills and a user-focused mindset to every project. Always exploring new technologies in multiplayer networking, automation, and game development to turn curious ideas into reality.

Work Experience

Help Desk Consultant at University of California, Irvine – Office of Information Technology (OIT) - Irvine, CA

(January 2022 - June 2024)

- Provided Tier 2 IT support for faculty, students, and staff, resolving 50-70 tickets daily across networking, authentication, security, and enterprise applications.
- Diagnosed and troubleshot network, VPN, email, and research software issues, ensuring minimal downtime for users.
- Created clear, user-friendly documentation to help clients navigate identity management, device configuration, and IT services.
- Recognized for exceptional service quality, frequently praised by supervisors and clients.
- Assisted in training and mentoring new hires, sharing best practices to improve team efficiency.

Customer Service Representative at LA County Library - Lawndale, CA (June 2019 - September 2019)

- Assisted diverse clientele with account services, inquiries, and resource navigation in person and over the phone.
- Handled customer requests efficiently, ensuring accurate records and seamless issue resolution.
- Identified and resolved customer concerns, escalating complex issues when necessary.
- Contributed to user engagement efforts, promoting additional services to increase community involvement.

Education

University of California, Irvine - Irvine, CA (September 2020 - June 2024)

Bachelor of Science in Computer Science with a specialization in Systems and Software.

Skills

- Programming: C#, C++, Python, JavaScript, SQL (PostgreSQL)
- Game Development: Unity, Unreal Engine, Godot, Multiplayer Networking
- Web & Backend: Flask, WebSockets, REST APIs, HTML5/CSS3
- Problem-Solving
- Creative Thinking
- Collaboration & Mentorship