KIM PHAM

San Diego, CA | (858) 414-2385 | Kimpham7@gmail.com | linkedin.com/in/kim-pham7 | kimpham24.github.io

EDUCATION

San Diego State University (SDSU), San Diego, CA   Expected May 2024
Bachelor of Science, Management Information Systems   GPA: 3.8

Amazon Web Services (AWS) Project

Cloud Services, Architecture and Security   Fall 2023
- Created and launched a virtual server (EC2 instance) in Amazon Web Services and configured a VPN application
- Logged traffic within the instance and created alerts for unusual behavior occurrences, such as high CPU utilization
- Configured a vulnerability scanner within the AWS platform (AWS Inspector) to detect and remediate vulnerabilities

Personal Portfolio Website

Business/Web Development   Spring 2024
- Developed and designed a personalized portfolio displaying a collection of my projects, skills, and accomplishments utilizing HTML5 and CSS3
- Enhanced user experience by integrating hyperlink differentiation and visual consistency

EMPLOYMENT

SDSU Information Technology User Services (ITUS), San Diego, CA

Student Analyst   Fall 2021 - Current
- Diligently diagnosed and resolved account, log-in, and software issues reported by end-users with occasional collaboration with relevant departments campus-wide or with third-party vendors
- Proficiently addressed concurrent technical issues based on urgency and impact via phone, ServiceNow ticket, walk-in, and virtual Zoom session
- Managed user access requests, permissions, and user provisioning via identity and access management systems, such as Adobe Admin, Google Admin, and Zoom Admin
- Analyzed user access logs via Microsoft Entra ID and Duo MFA Admin to detect potential threats
- Contributed to the collaboration and maintenance of ITUS websites, procedures, and knowledge-base articles

LEADERSHIP

SDSU Vietnamese Student Association (VSA), San Diego, CA

Treasurer   Fall 2021 - Spring 2022
- Developed and managed a $6,500 budget for VSA's 14th annual cultural event, Vietnamese Culture Night (VCN) which garnered over 500 attendees, a sold-out show
- Planned and oversaw monthly fundraisers, raising over $3,000, and led a sponsorship committee for our annual events– VCN and High School Conference
- Prepared necessary monetary documentation in collaboration with VSA's President and SDSU's finance coordinator to ensure financial transparency and guarantee club's financial solvency

TECHNOLOGICAL SKILLS

Technologies: Adobe Suite, Amazon Web Services, Google Suite, iOS, Microsoft Office Suite, Microsoft Entra ID (formally Azure Active Directory), SAP, ServiceNow, Windows, and XML
Programming Languages: HTML, JavaScript, Python, SQL
Languages: Vietnamese