

Lyna Nguyen

Los Angeles, CA | LynaNguyen4131@gmail.com | [LinkedIn](#) | [GitHub](#)

Professional Profile

Seasoned tech industry professional with five years of comprehensive experience spanning IT, programming, system administration, and technical account management. Proficient in multiple programming languages and platforms, adept at troubleshooting complex technical issues, and skilled in designing and implementing scalable IT solutions. Demonstrated ability to exceed expectations through advanced project implementation, ensuring client satisfaction and retention. Proactive team player committed to continuous learning and staying abreast of emerging technologies. Excels in fast-paced environments, delivering high-quality results while meeting tight deadlines and fostering long-term client relationships. Known for the ability to work independently with minimal direction, showcasing strong self-motivation and initiative.

Career Summary

InStride (Aug 2023 to Current)

IT Support Engineer (Aug 2023 to Present)

Supported a remote-first, SaaS-based company while maintaining conference and A/V technology for the headquarters.

- Rated as “Exceeds Expectation” in annual review.
- Provided T1/T2 support to a user-base of 70% Mac and 30% Windows while simultaneously acting as the Windows subject-matter expert.
 - o Managed Windows devices via InTune and Automox.
- Experienced in security incident response and triage
- Successfully led and completed several integrations and projects within the first year of employment.
 - o Led hardware recycle and refresh project.
 - Managed vendor relationship with Apple Business team and spearheaded a \$60,000 purchase project.
 - o Migrated over three hundred devices from Jamf to Kandji
 - Became lead MDM administrator and built CIS 2 compliant blueprints, profiles, and scripts for implementation.
 - Cut organization’s contractor costs by approximately \$200,000/yr by becoming the Apple devices MDM SME and bringing MDM in-house.
 - o Implemented Safebase and trust center management.
 - o Implemented GitHub Enterprise and Copilot for organization.
 - Migrated over a hundred developers from GitLab to GitHub and was the main POC for troubleshooting and solutions.
 - Built out GitHub organization infrastructure including Okta identity groups and automation rules for Team Sync, SCIM provisioning, branch protection rules, user permissions and roles, and SSO.
 - o Implemented several SAML SSO/SCIM projects to encourage security and streamline login processes.

USC Credit Union (May 2021 to Aug 2023)

IT Support Analyst (May 2021 to Aug 2023)

Resolved problems with operating systems, office software, line-of-business applications, network connectivity, computer hardware, and other systems.

- Managed Active Directory permissions, group policies, and security policies for 120+ users and workstations.
- Resolved and remediated end-point vulnerabilities under guidance of security engineer
- Resolved 15+ helpdesk tickets a day through efficient problem-solving.
- Received supervisor rating as 5 out of 5 ("Exceeding in expectations in all areas) in annual review.
- Maintained consistent 5/5 customer satisfaction while meeting SLA 85% of the time.
- Supported Windows administration for the user base.

Yardi Systems, Inc. (2019 to 2021)

Associate Technical Account Manager – RENTCafé Senior Living (2019 to Present)

Provided customer support and assisted clients with implementations and upgrades.

- Consistently resolved a minimum of 70+ cases per month.
- Assisted team with an average of 20+ cases per month in addition to personal workload.
- Received customer service and resolution survey rating of 4.9/5 points.
- Implemented and led RENTCafé Senior Cares program and maintained 100% retention of at-risk clients through consistent account management, support, and check-ins.
- Worked with developers and programmers to develop key QA reports, reducing QA time and improving efficiency for the team.
- Assisted in RENTCafé website, portal, and leasing solution launches.
- Managed and assisted with website design for several property management clients.

Education

Master of Information Technology Management, Colorado State University Global (2022, *specialization in Cyber Security, Distinguished Scholar designation*)

Bachelor of Arts, Linguistics: Speech and Language Technology, UC Santa Barbara (2019, *specialization in computational linguistics, database analytics, NLP in Python with spaCy*)

Technical Skills

Python, HTML, CSS, JavaScript, Windows 10/11, Linux, UNIX, Mac, R, C++, SQL, Adobe Photoshop, Adobe Lightroom, Adobe Portfolio, Adobe Premier, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Google Drive, Google Docs, Google Sheets, Google Slides, SaaS, Cloud-based content management, Cloud-based data management, Active Directory, Confluence, Atlassian products, Proofpoint, Microsoft Admin, Okta, React JS, SAML SSO, SCIM, Visual Studio, Google Workspace, Automox, Confluence, Jira, Zendesk, Helpdesk, Kandji, Bash, AWS, Root-cause analysis, BCP/DR, VMWare, vSphere, LLMs/machine-learning, IAM, OpenAI/ChatGPT, Technical writing