

Lyna Vu

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EXPERIENCE

Puget Sound Energy (Contractor), Bothell, WA

IT Support Associate

November 2020-August 2021

- Supported internal employees with VPN/network, outlook, Microsoft office, active directory, software and mobile technical issues
- Efficient in ServiceNOW ticketing system
- Assisted and support users in migration to Microsoft exchange on mobile devices and window systems
- Answered on average 40 calls a day in a professional manner
- Updated users on open incidents and requests, by reviewing the status of tickets
- Provided technical support on issues by directing through the phone or resolving issue by remote sessions

Dell EMC² (Contractor), Seattle, WA

IT Support Specialist

October 2019-May 2020

- Supported internal employees with VPN/network, outlook, migration, and upgrades in Microsoft Windows 10 environment
- Ensured to provide excellent customer service for employees and external employees out of state visiting the site

Alaska Airlines (Contractor), SeaTac, WA

Configuration Center Technician (Reliant Group, INC.)

August 2018 – July 2019

- Responsible for imaging, installing software, and managing workflow inventory on computers, kiosk, operational module devices for all of Alaska Airlines environment
- Conduct quality assurance testing on computers, operational modules, Surface Pros, and kiosk before deployment into enterprise environment
- Fulfill project demands and communication for Alaska Airlines Campus areas, airports, and new gates
- Built all desktops, laptops, and operational module devices for the new opening of Paine Field Airport
- Project coordinator for Alaska Airlines Windows 10 upgrade by conducting builds and technical writing for future processes
- Closed out a minimum of 160 tickets and more per month to meet standardized SLA
- Assisted in Alaska Airlines new gates opening at SeaTac airport by building all laptops, desktops, and operational modules devices
- Assisted internal users with software problems and installation requests
- Fulfilled airport technicians request with building and imaging computers for flight attendants, pilots, and engineers

IT Field Services Specialist Intern

January 2018 – July 2018

- Assisted with supporting over 800 devices of baggage scanners used throughout all of Alaska Airlines airport stations
- Administered cell service for about 30 devices per week by replacing, activating, and removing cell service
- Provided daily technical support for e-mail, network, connectivity, telecommunications, peripheral equipment, and system maintenance

EDUCATION

Year Up Puget Sound, Seattle, WA

July 2017 – August 2018

Technical training and career development program

- Completed coursework in computer hardware, IT Helpdesk, Professional Skills, Computer Applications in Excel and Business writing, with specialized training in Information Technology (IT), including ticketing in IT Helpdesk and operating through Computer Hardware

Washington State University, Pullman, WA

January 2014 – January 2017

- Member of Vietnamese Student Association (VSA) and Member of TRIO Student Support Program

Pierce College, Fort Steilacoom, WA

January 2012 – January 2014

- Associates in Biology

LANGUAGES

Vietnamese – Conversational Level