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|  | Peter Nguyen  192 Stinson Rd, Lucas, Texas 75002 | pnguyen3119@gmail.com | 469-994-1949 |
| Objective | My career path I am aiming for is to be a Senior Web Developer |
| Experience | **EUROPEAN REMOTE TECHNICIAN** ASTECH  2600 TECHNOLOGY DR SUITE 900, PLANO, TX 75074 september 9, 2019 – Present  * Use manufacturer OEM tools to perform scans and diagnostics on European makes and models (specifically Mercedes, Volkswagen, Audi, BMW, Toyota and Volvo. * Identify faults, errors and any calibrations of Advanced Driver Assist Systems that the vehicle may require and make recommendations to the customer. * Perform any coding of modules that the vehicle may require after customer has completed repairs on the vehicle. * Keep up to date with Manufacturer service bulletins and repair procedures.   **SYSTEMS ADMIN** ELTS CORP  575 ANTON BLVD SUITE 1090, COSTA MESA, CA 92626 December 12, 2017 – August 16, 2019  * Support all hospitality clients – Main clients I took charge for is Sheraton DFW Hotel, Double Tree DFW, Hyatt Place Waikiki Beach, Hyatt Centric Waikiki Beach. * Managed Network infrastructure and end user Desktop hardware * Keep track of Support tickets that come in via Solar Winds Help desk. Used Solar Winds MSP * Traveled and perform onboarding of new clients. Travel on site as necessary for projects * During onboarding will create a rack and network diagram of the infrastructure. Collect information of all the systems vendors used by the property * Built domain controllers configured for DHCP and DNS to deploy on site * Take lead and manage projects/implementations requested by GM of the client properties * Handle Escalation tickets provided by other Technicians * Coordinate with Vendors and Client on projects * Review hardware to improve business operations  **IT Manager** Atlas – AHI Facility Services625 Yuma ct, Dallas, TX 75208august 18, 2014 – May 13, 2016  * Analyze, troubleshoot, and support internal users * Troubleshoot and support Biometric Timeclock Software and device * Troubleshoot, support and keep inventory of cell phones company wide, including managing billing for company devices * Implement new services and processes to help AHI operate more efficiently (Tool Watch Inventory for cleaning equipment, Logmein Rescue, Cell Service Provider, ATT MDM) * Worked with Fluid IT Services in transition users over to a Cloud Server * Worked with Team Software on testing software updates before release * Worked with Logmein Rescue Remote Support   **Internet help Desk** frontier Communications805 Central Expressway South, Allen, TX 75013February 13, 2012 – September 9, 2013  * Analyze, troubleshoot, and support the end-user with internet connectivity issues with Residential and Business Class DSL Support * Training for up to Tier 2 technical support. * Specialized training for Hughes Net Satellite Support, Intuit Services, and F-Secure Antivirus. * Worked with Logmein Rescue Remote Support * PC tune-ups when needed. * Help training new hires |
| Skills & Abilities | * Comp Tia A+ Certification – November 2011 * Comp Tia Network + Certification – December 2011 * HTML5 * CSS * Bootstrap * Git * JavaScript and jQuery * Node.js * Active Directory * VPN – Cisco VPN, Sonicwall VPN * VOIP Phones * Firewalls – Cisco Meraki and Sonicwalls * 10 Key Numeric and Alpha Numeric 11,000 KPH * Strong Communication Skills both remote and face to face * Intermediate Computer Networking Knowledge * Office 365, Exchange and G suite email management * Windows operating systems such as Windows XP, Vista, 7, 8, 8.1, 10, Server 2008, Server 2012, Server 2016 |
| Aditional Experience | AUTOMOTIVE TECHNICIAN MERCEDES BENZ OF PLANO  JUNE 1, 2016 – DECEMBER 1, 2017  DIAGNOSE AND REPAIR VEHICLES AS ASSIGNED |
| Education | **SMU**, DALLAS, TXCurrently enrolled in full stack web development program at smu 6 MONTH PROGRAM WILL BE GRADUATED ON JULY 26th, 2021 **Collin College**, Plano, TX 2013 - 2014 **Lovejoy High School**, Lucas, TexasHigh School Dipolma – 2011**Tech SKills**, Dallas, TexasA+ and NET+ CERITIFICATION - 2011 |
| References | **available upon request** |