**Richard Nguyen**

Westminster CA **|** (562) 230-4970 **|** Rnguyen011@gmail.com

Accountable goal-driven Information Technology Professional with a proven record supporting multi- level, high volume Help Desk and support teams. Experienced in helping enterprise companies to provide technical support to their end-users. Great understanding of both the technology and business support functions within an organization. Strong belief that to be a successful team you need to communicate, collaborate and be open to new changes. **Skills**

**Programming:** HTML, CSS, JQuery, Node.js, MySQL, Javascript, Python

**Operating Systems:** Windows 98, XP, Vista, 7, 8, 10

**Soft Skills:** Problem solver, customer focus, project management, team player, multitasking, leader, self-motivated, detail and result oriented, dedicated, interface with all levels in the organization.

# Education

* BA, History - University of California-Irvine - 2006-2009
* BS, Computer Science - Southern New Hampshire University - 2022-2024
* Self-study courses related to IT: Programming Concepts, Intro to Java Programming, SQL, Learn Java Script, Python Programming, Intro to Computer Applications

# Work Experience

**Service Desk Level 2 Analyst 08/2017 – PRES**

**Taco Bell Irvine, CA**

* Provide Tier 2 technical assistance and support for 7000+ restaurants
* Diagnosed, troubleshot, and resolved Windows and Linux software, hardware, and application configurations issues
* Integrated and troubleshot Windows, Linux, and proprietary applications and software
* Provided phone and email support to Taco Bell Stores for front and back technology
* Supported remote end-users using VNC and TeamViewer and managed installations of operating systems, software, antivirus, and patches
* Used ServiceNow ticketing cue and received over 50 daily tickets, including escalated Tier I tickets
* Unlocked Active Directory accounts, managed domain access, recreated Exchange profiles, and managed folder permissions
* Used Putty session to remote into back-end of Linux servers running MongoDB, and diagnosed and troubleshot Docker container connection and configuration issues
* Supported and implemented a national roll-out of Kiosks in 1500+ restaurants
* Managed HP and Meraki back-end switches for redundancy and configured network devices
* Disabled IPV6 and configured IPV4 protocols, managed DNS conflicts, troubleshot and enabled DHCP pools, and managed IP connections on port switches
* Installed and troubleshot Windows 10 updates, troubleshot connectivity issues and redeployed updates
* Developed training material for software and hardware support for technology team
* Addressed and resolved high priority escalations from field partners
* Mentored L1 analysts to promote growth in knowledge

**Help Desk Analyst 2013 – 2016** **All Bright Dental**

* Provided Tier 1/2 technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
* Used Remote Support Software TeamViewer
* Created help desk documentation with systematic workflow on problem resolving techniques
* Diagnosed, troubleshot, and resolved software, hardware, and connectivity issues
* Excelled in asking probing questions and researched, analyzed, and rectified problems
* Ensured quick resolution of user concerns and escalated more complicated support issues to senior helpdesk representatives and field service engineers
* Maintained and supported computer workstations and assembled peripherals, laptops, printers, Windows mobile devices and phones
* Helped develop, define and communicate policies and procedures supported by Help Desk
* Installed operating system, software, antiviruses, and patches
* Supported company owned locations answering an average of 30 calls per day and tracking all calls into ticketing system
* Ensure excellent service to all stakeholders to resolve network, hardware, and software issues remotely and on-site

**Logistics Analyst 2010 – 2013** **Target Corporation**

* Evaluated and performed analysis of logistics processes and identify alternatives to promote systematic operational efficiencies
* Prepared and analyzed daily, weekly and monthly reports, recommended financial, operational, service, and performance improvements, and identified and supports trends with data.
* Assisted in writing the logistics processes, standards, templates, SOP’s, and training documents to establish consistent company practices
* Worked with regional distribution centers to ensure alignment standard operating procedures
* Processed and developed programs for inventory control and accuracy
* Worked on special projects and cross-functional teams, which support new business strategies, including researching and benchmarking industry best practices

**Clinical Care Extender 2006 - 2007**

**St. Mary's Medical Center**

**Pharmacy Clerk 2004 - 2006**

**Savon’s**

**Long Beach City College President's Ambassador** 2005 - 2006