Scott Bui

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EXPERIENCE

Tokio Marine North America Service   May 2019 - September 2022
Deskside Support Analyst II   Bala Cynwyd, PA

- Provided IT support to TMNAS and Philadelphia Insurance across 7 different locations of over 1,500 employees.
- Assisted users in solving computer related issues and orientation of new equipment as deployed.
- Created backups for client's personal data to ensure data migration to new hardware is successful.
- Conducted company-wide upgrade of over 1500 users PC's to Windows 10 and newer devices.
- Utilized Active Directory and Asset Databases to ensure inventory and hardware assigned are up to date.

SPS Technologies   September 2017 - March 2018
Network Technician Intern   Jenkintown, PA

- Conducted various audits and refreshes for critical business practices.
- Created instructional and technical documentation for newly integrated applications.
- Monitored the performance of and troubleshoot security applications.
- Performed security reports using System Center Configuration Manager.
- Upgraded and installed security software on critical servers.

Tokio Marine North America Service   September 2015 - March 2017
Deskside Support Intern   Bala Cynwyd, PA

- Maintained and reviewed inventory for three buildings consisting of 500+ employees.
- Monitored and assisted with help desk escalations.
- Provided computer hardware, software, and technical support to both TMNAS and Philadelphia Insurance Companies employees.
- Utilized System Center Configuration Manager to push software out to machines within the network.

PROJECTS

Personal Website: scottbui.dev
Skills Used: HTML | CSS | React | JavaScript

- Created and deployed a fully responsive portfolio website using React JS and CSS

EDUCATION

Drexel University   September 2014 - June 2019
BS in Computing and Security Technology   Philadelphia, PA

TECHNICAL SKILL

Skill	Level	Skill	Level
HTML	■■■■□	C++	■■□□□
CSS	■■■■□	Python	■■□□□
JavaScript	■■■■□	Node JS	■■□□□
React	■■■■□	MySQL	■■□□□