

Bill Vang

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PROFESSIONAL SUMMARY

Highly skilled at software installation, upgrades, updates and hardware replacement. Experience in virus removal and performance tweaks. Detail oriented with strong analytical and problem-solving skills.

COMPUTER SKILLS

- Remote access support
- Data backup and recovery systems
- Performance testing
- Security logs
- Networking/desktop support
- Antivirus and spam blocking
- Troubleshooting
- Account security maintenance
- Worked with Oracle database in class and outside of class

EXPERIENCE

Information Technology Internship

May 2018 – Aug 2018

Virtual Radiology

- Diagnose and resolve operating system application, software, and hardware.
- Perform deployment of new employee systems.
- Perform system backups and recovery; maintain data files and monitor system configuration to ensure data integrity.
- Assist in enterprise level projects/tasks relating to corporate infrastructure systems.
- Work in a fast paced, rapidly changing environment and multitask on a regular basis.
- Configure and deploy new hardware virtual private network Meraki mx64 to corporate users.
- Use terminal emulator application Putty to wipe out confidential data from Adaptive Security Appliance hardware.
- Remove corporate users from Cisco Tacacs, Vrad EZVPN inventory when corporate users return company equipment.
- Used call manager from cisco unified to create new phones for corporate users and removing old users.
- Exposed to Wireshark from the networking team about packets and ip addresss and ports.
- Learned King phisher platform on promoting user awareness by simulating real world phishing attacks.
- Use King phisher to view end results of graphs regarding campaign results and use embedded images for a more legitimate appearance.
- Exposed to Wombat security when reporting phishing email on outlook.

Computer Technician

May 2017 – May 2018

Mankato Computer Repair

- Entered commands and observed system function to verify correct operations and detect errors.
- Used ticketing system ConnectWise to update ticket with the process of a customers machine.
- Ensured proper installation of cables, operating systems and software.
- Referred major hardware and software problems and defective products to vendors or technicians for service.
- Used troubleshooting skills to diagnose and repair PCs and Laptops.
- Prepared equipment for employee use to performed or ensured proper installation of services, operating systems, or appropriate software.
- Managed employee hardware including decommissioning old machines, acquiring new machines, and migrating data.
- Installations of hardware and software on Windows 7, 8 and 10 operating systems.
- Desktop support including virus/malware removal, troubleshooting, configuration, and repair.

Help Desk Support

Aug 2016 – Oct 2017

Mankato State University

- Installed software, modified and repaired hardware and resolved technical issues.
- Identified and solved technical issues with a variety of diagnostic tools.
- Provided technical assistance to customers via telephone, email or in person.
- Remained up-to-date on the latest technologies and solutions applicable to company products.
- Created and detailed trouble tickets and entered them into a database and correctly refer them to the appropriate team members.
- Built and provided basic end-user troubleshooting and desktop support on Windows and Mac systems.
- Provided on-call support for critical issues.
- Escalated issues to the proper help desk associate when necessary and followed up on any escalated issues, all within a timely manner.
- Worked with Active Directory to build user network profiles, reset passwords, and unlock accounts.

EDUCATION

Mankato State University

Anticipated graduation: May 2019

Mankato, Minnesota

- Computer Information Technology
- Minor in Technical Communication

Related Course Work:

- SQL Database Oracle
 - Python programming
 - Information Security warfare
 - System Design analyst
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REFERENCES

References provided upon request
