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| **Bill Vang**  6328 Quail Avenue North  Brooklyn Center, Minnesota 55429  vang.bill81@gmail.com | | | | |
| **Professonal 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 *Virtual Radiology* | | **May 2018 – Aug 2018** | | |
|  | * 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 *Mankato Computer Repair* | | | **May 2017 – May 2018** | |
|  | * 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 | | | | |
| **References** | | | | |

*References provided upon request*