



## translate to English

Below is the English translation of the provided Vietnamese CV for the IT Helpdesk position:

### **VO DANG THINH**

**Phone:** 0968346317

**Email:** [vodangthinh98@gmail.com](mailto:vodangthinh98@gmail.com)

**Address:** Ho Chi Minh City

### **Career Objective**

I aspire to work in the IT Helpdesk position to leverage my technical support skills, resolve hardware and software issues, and enhance user experience in a technology-driven environment. I aim to develop my expertise and make effective contributions to the company's IT operations<sup>[1]</sup>.

### **Work Experience**

#### **IT Helpdesk – Agribank, North Ho Chi Minh City Branch**

*08/2024 – Present*

- Provide end-user support for troubleshooting hardware, software, and internal network issues.
- Install, configure, and maintain computer devices, printers, and office software.
- Manage and track support requests through the internal ticketing system, ensuring prompt response times.
- Guide users in effectively utilizing IT software and tools.
- Participate in implementing internal IT system upgrade projects.
- Manage the Fanpage and integrate AI chatbots.

#### **IT Helpdesk – ROCKER Information Systems Co., Ltd.**

*07/2023 – 08/2024*

- Provide technical support to company staff for software and hardware issues.
- Offer remote technical support to customers.
- Monitor and supervise server operations.
- Assist in deploying products to customers.
- Update user manuals and internal IT procedure documentation.

#### **IT Helpdesk – SVN Automation Company Limited**

*01/2021 – 07/2023*

- Provide technical support to company staff for software and hardware issues.
- List and propose system upgrades.
- Install, wire, and configure network systems.
- Perform regular data backups and assist with data recovery when needed.
- Manage data storage servers and assign user permissions.
- Update user manuals and internal IT procedure documentation.

## **Education**

### **Bachelor of Engineering in Computer Engineering Technology**

Ho Chi Minh City University of Technology and Education

2016 – 2020

## **Skills**

- Technical support for hardware and software (Windows, Linux, Microsoft Office, etc.)
- Programming knowledge (Python, Java, SQL, etc.)
- Computer networking knowledge (TCP/IP, DHCP, DNS, VPN)
- Familiarity with AI and cloud tools (ChatGPT, Gemini, AWS, etc.)
- Design tool proficiency (AI, Photoshop, Figma, etc.)
- Good communication and problem-solving skills
- Effective task management and prioritization
- Basic English communication skills in IT environments<sup>[1]</sup>

✱

1. VO\_DANG\_THINH\_IT\_HELPDESK.pdf