Thong-Ngoc Pham (Kevin)

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# Relevant Skills & Technologies

* Windows, Mac OS, Linux
* LAN/WAN
* Technical writing
* Strong communication
* Python
* Shell scripting
* Computer hardware
* Troubleshooting

# Education

**Computer Information Technology Diploma** Jan. 2024 – Present  
British Columbia Institute of Technology

* Designed and implemented a fully functional LAN/WAN network environment using routers and switches.
* Configured DNS, DHCP, and VPN protocols for secure communication and efficient network performance.
* Authored a partial technical instruction manual for Figma, focusing on providing clear step-by-step guidelines for new users.
* Collaborated with student peers on various team projects.

**Electrical Foundation Certificate with Distinction** Jul. 2017 – Dec. 2017  
British Columbia Institute of Technology

# Work Experience

**Warehouse Material Handler** (most recent position) 2013 –2022  
Henlong Market

* Verified the accuracy of incoming shipments and coordinated the organization of products.
* Managed and trained new employees on daily tasks
* Safely operated and maintained electric pallet jack and forklifts

**Account Services Representative** May 2021 – Dec. 2021  
Royal Bank of Canada

* Conducted quality assurance checks and accurately processed incoming cash shipments from ATMs and commercial businesses.
* Organized and labeled 50+ shipments per day, adhering to inventory protocols.
* Prepared outgoing cash orders

**Warehouse Material Handler** 2013 – 2022  
Henlong Market