

David-Viet Nguyen

Sr Technical Support Consultant

My goal is to build a long-term career in the information technology field with opportunities for career growth. I am looking for employment with a company or institution that offers me a positive atmosphere to learn new technologies and allow me to apply my assets for the betterment of the business.

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📍 Houston

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WORK EXPERIENCE

Sr Technical Support Consultant

Aspen Technology, Inc.

11/2017 - Present

Achievements/Tasks

- Troubleshoot and resolved software deployment and licensing problems for AspenTech's proprietary software, utilizing networking, desktop, SQL, and various technological knowledge to support the customer base.
- Maintained a high level of customer service by tracking customer incidents through Salesforce and keeping above a 90% SLA rating.
- Authored technical white papers that were published to AspenTech's web knowledgebase, providing valuable information to customers.
- Conducted over 50 pre-sales product demos, resulting in the successful closure of 75% of contracts. Utilized strong communication and product knowledge skills to effectively showcase product features and benefits to customers in the technology industry.
- Assisted the sales team in managing customer relationships and ensuring a seamless transition from pre-sales to post-sales.
- Successfully deployed AspenTech solutions in over 20 customer business environments using various platforms and tools such as SCCM, WVD, Azure, and AWS. Achieved a 95% success rate in implementing these solutions within tight timelines. Leveraged technical skills in automation, scripting, and virtualization to ensure seamless integration with customer environments and systems.
- Managed AspenTech's training platforms, CloudShare/Azure Labs, and maintained virtual machines, ensuring that customers had access to quality training resources.

IT Support Technician

Asian American Health Coalition (HOPE Clinic)

06/2015 - 11/2017

Achievements/Tasks

- Administered and maintained computer networks and related computing environments, including computer hardware, systems software, application software, and all configurations, ensuring optimal performance and uptime.
- Configured security settings and permissions for network access, internet web filtering, and electronic health records, ensuring that company data was secure and compliant with regulations.
- Created and edited company website content, utilizing authoring or scripting languages, content creation tools, management tools, and digital media, ensuring that the website was up-to-date and visually appealing.
- Collaborated in transitioning to a centrally managed antivirus solution, deployment of new servers, and implementing IT asset management software, improving the efficiency and security of IT operations.
- Conducted regular data backups and disaster recovery tests, ensuring that company data was secure and recoverable in the event of a disaster.

SKILLS

Systems Analysis

Troubleshooting

Application Analysis/Support

Application Implementation

Hyper-V

Flexibility and Adaptability

Attention to Detail

Analytical Thinking

EDUCATION

Bachelor of Business Administration in Management Information Systems

University of Houston, C.T. Bauer College of Business

12/2014

ACHIEVEMENTS

CEO Excellence Award (08/2021)

The post-OPTIMIZE 21 training day was a huge success, with 1,000 of our key customers taking part in training — 5x more than we had participate at OPTIMIZE 2019. This is the largest scale training AspenTech has ever conducted.

CEO Excellence Award (08/2020)

The team deployed a User Certification Program to support customers during a VUCA time: They accelerated the delivery of a short-term solution to deliver user certification exams online. 2000 users took that online exam and certified users tripled to 1500. They introduced a social gaming element to drive demand and gave a virtual badge to users who passed the exam. Posted badges promoted user certification to their social communities. To date, nearly 1,000 users have posted their digital badge for others to see, including recognized industry experts.

SMB FY22 Collaboration Recognition Award (01/2022)

Assisted the SMB team with customer Evaluations and License Deployments closing licensing contracts.