LANG TUANG

TECHNICAL SUPPORT

PROFESSIONAL OVERVIEW

Highly versatile IT professional with expertise in helpdesk support, system integration, project management, security auditing, network administration, and technical support within large-scale industrial environments. Proven ability to successfully deploy and manage complex IT infrastructure, lead projects from inception to completion, ensure strict adherence to security and compliance standards, provide comprehensive technical support, and optimize IT processes. Adept at fostering collaboration across diverse teams, driving modernization intiatives, and proactively addressing incidents to achieve exceptional outcomes.

WORK EXPERIENCE

Systems Engineer (IT Infrastructure Nework Technician)
General Motors, Austin | 2022 – 2024

o   Perform installation and configuration on IT infrastructure devices including PCs, switches, MFC printers, scanners, laptops, WAPs, tablets, and plotters.
o   Led migration team of departmental On-premise SharePoint to 365 SharePoint including managing files and folders security policies and access, user accounts, and applications including PowerApps, Excel, and PowerBI.
o   Conduct, participate, report, coordinate, and decide IT infrastructure projects.
o   Provided comprehensive on-site technical support and troubleshooting, resolving complex issues and minimizing downtime for network infrastructure (swtiches, Telecommunication Cabinets, WAPs) and office devices (Desktops, DMP Digital Media Players, Laptops).
o   Managed IT asset procurement and inventory, optimizing resource allocation and reducing unnecessary expenditures.
o   Proactively monitored systems and responded to incidents, ensuring system stability and minimizing disruptions.

Technology Support Technician
LaGuardia Community College, New York | 2016 – 2022

•   Implemented and maintained IT infrastructure, including installation, configuration, and upgrades of PCs, printers, projectors, and other peripherals.
•   Provide tech support to staff, students, and faculty in hardware, software, and networking issues including printers, laptops, PCs, projectors, Office, Windows, and Mac.
•   Perfrom IT onboarding and offboarding as go to tech support for department including Mac devices and Windows devices.
•   Manage, oversee, and maintain department's local Windows server.
•   Oversee and manage department's communication tools including On-premise SharePoint sites, Slack, Google Hangouts, Microsoft Teams, and Skype.
•   Demonstrated strong customer service and communication skills, effectively addressing diverse user needs. Successfully advocated for and implemented computer lab upgrades, significantly improving the learning environment.
•   Provided comprehensive technical support and troubleshooting for hardware and software issues, serving as the primary point of contact for faculty, staff, and

CONTACT

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EDUCATION

Bachelor's degree
School of Professional Studies
Computer Information Systems
2022

Associate's degree
LaGuardia Community College
Network Administration
2014

SKILLS

•   Communication
•   Teamwork
•   Critical thinking
•   Time management
•   Leadership
•   Adaptability
•   Project Management
•   Attention to detail

ELIGIBILITY

US Citizen

CERTIFICATIONS

CCNA Routing and Switching
Cisco
2017

Google IT Support Technician
Coursera
2020

COURSES

CompTIA   A+
CompTIA
Netwhttps://www.inspyrsolu