

Parker Ung
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SUMMARY OF QUALIFICATION

Ability to learn and work independently with or without supervision, willing to be train and maintain enthusiastic, fast learner, productive staff, proven skill to seek out complicated issues, strong analytical planning skills, patience, have ability to resolved the issues on timely manner combined with the ability to provide efforts of many to meet organizational goals. Fast pace environment work place, time management skill. Strong self-motivated, eager to learn new things a, attention to detail, productive and organized efficient work habit.

PROFESSIONAL EXPERIENCE

Extensive experience in System Admin role including OSX server, Basic Window 2008 Server, FileMaker Server, File Sharing Server, PC/Mac/ iOS devices hardware/Software troubleshooting, break fix, part replacement and system upgrade onsite also thru remote support, great customer service skill, people skill, software troubleshooting, data recovery/ backup/transfer management, system/ network share maintenance, disaster recovery plan. Strong analyzing skill and provide the best resolution of tech support and use plain simple English with customers.

EMPLOYMENT HISTORY

System Admin /Jr.Database developer/ IT Support <i>American Autowire</i>	2012-Present
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- Provide wide range of IT support Mac OS (10.6- 10.9) and Window OS (XP-Win 8)
- Support over 60 Macintosh users in the manufacturing related general technical support and about Window PCs.
- Provide support from the basic users to executive teams.
- Maintain all backup schedule for sale and executive team weekly to the main server over the network.
- Create new network user, Network share.

- File Share permission
- New software testing and training
- VMware Fusion virtual PC maintenance
- FileMaker 11/ 12/13 Pro Advance junior database developer
- Maintain two Xserve and 2 latest Mac Pro server which running FileMaker 11/13 server host 71 files of database to all the clients in the company
- Maintain daily backup of Xserve/Mac Pro server and 71 files databases, disaster plan and data recovery from database corrupted during unexpected server error
- Maintain Drobo reserve external data backup.
- Basic networking support with punch down block, switch and POE switches
- Basic WAN networking
- Basic SonicWall configuration
- Manage 4 Wireless AirPort Time Capsule
- Web sale report to the executive team
- Web store catalog listing to over the company website
- Phone and network printer/scanner help and support
- Set up and upgrade new Mac/PC
- Create networking user account and configure for specific user need
- Computer deployment and Configuration follow by the company checklist and rules.
- OSX Server 10.6.5/10.9
- FileMaker server 11/13
- FileMaker Pro and Pro Advance 11/12/13 client

Online Tech support Agent

2010-2012

Geek squad & Support Space (Independent Contractor)

- Help desk consultant expert Mac/PC
- Consulting and analyzing about general PC and Mac technical issues, provide resolution for best practice and maintain the organization partner relationships.
- Tech support selling and annual contract renewals as part of the organization goal.
- Provide best customer service experience of the PC and Mac remote support and phone service.
- General related software for Mac and PC.

- Provided various and wide range over technical support like: Operating system upgrade/setup, Virus and Spyware removal, diagnostic, cable/wireless printer, wireless network/security, PC tuned up, Email troubleshooting, Outlook, Microsoft Office products, PC Optimization, Data backup/recovery/restore and transfer, Time Machine for Mac, internet security, hardware troubleshooting and diagnostic and everything related to computer issues, provide the best solutions and meet the users need.

Quality Inspector/ Packer

2009-2011

Procter and Gamble (North Carolina)

- Provide attention to detail over the products, counting, shipping out the company
- Productive line helper
- Hardware troubleshooting/fix and hardware replacement.

Thai Pan Kitchen Manager/Chef

2009-2011

Thai Pan Restaurant (North Carolina)

- Training staffs and manage food products to meet health inspection requirement
- Hygiene and Sanitation management
- Delivery good food tasted and quality experience to customers
- Head of food team member
- Customer service skills
- Manage restaurant food budget
- Minor computer troubleshooting/fix and hardware replacement.

COMPUTER SKILLS

- **CompTia A+ / N+ Certified**
- **Apple Certified Support Pro 10.8**
- **Apple Certified Macintosh Technician**
- General software for Mac and PC supports
- Macintosh software troubleshooting/ hardware replacement
- All Version from PowerPC to Mac OS Lion/Mountain Lion/ Mavericks support
- Window XP/Vista/7 and Window 8 support
- Strong software troubleshooting Skill
- Strong hardware troubleshooting Skill
- Part replacements, fix and upgrade from iOS to Mac OS devices plus PCs.

- Custom build PC to meet CAD/CAM
- Build PC for high end user, gaming user and basic user need.

EDUCATIONS

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| • Medical Science (3rd years)
<i>(International University, Phnom Penh, Cambodia)</i> | 2006-2009 |
| • Advance English program Diploma
<i>(American Intercon Institute, Phnom Penh, Cambodia)</i> | 2007-2009 |
| • High School Diploma
<i>(Toul Tumpoung High School, Phnom Penh, Cambodia)</i> | 2001-2006 |
| • A+ Certification | July 2013 |
| • N+ Certification | Oct 2013 |
| • Apple Certified Support Professional Certification | Nov 2013 |
| • Apple Certified Macintosh Technician Certification | Sep 2014 |