Andy Vang
450 Blair Ave
651-900-5506
andyvang108@gmail.com

Objective

A dedicated professional position where I can utilize my educational background and professional work experience, as well as acquire new skills and contribute to the growth of an organization.

Education

Community Of Peace Academy	**Saint Paul, Minnesota**
Highschool Diploma	6/2019
Saint Paul College,	**Saint Paul, Minnesota**
AAS in Computer Programming	12/2022

Areas of Expertise

- Excellent experiences in customer support via remotely (Team/Zoom) or in person
- Ability to perform troubleshooting to resolution
- Have excellent teamwork experiences
- Experiences with Microsoft Office product, Chromebook/MAC/PC hardware
- Familiar with Windows 10/11, Mac, Android O/S
- Lots of experiences with hardware troubleshooting
- Created a responsive website in native HTML and CSS
- Front-end developer course work in HTML, CSS and some JavaScript/jQuery
- HTML, CSS, Bootstrap, Responsive Design and some JavaScript/jQuery

Experience

Saint Paul College – Saint Paul, Minnesota   9/13/2021 – 12/16/2022
IT Help Desk

- Provided First Level support to student, staff or faculty at Saint Paul College for any IT related requests
- Responsible for create, resolve and close TKTs daily using ZOHO Ticketing System
- Provided phone, walk-in support or remotely (via Team/Zoom) to users daily
- Repaired hardware issue for Desktop/Laptop/Mac including replacing LCD screens, motherboard, upgrade memory and so on
- Performed Audio Visual requests including setting up hardware before the event, support the event at the campus
- Installing and Troubleshooting Printers
- Assisted student with software installation, account creation/reset, wireless access
- Configured, Install and deliver desktops/laptops to user day-to-day
- Familiar with SCCM Imaging system to install Windows O/S to user
- Installed Cisco Wireless Access Point throughout the campus
- Responsible to train new student to be effective
- Using Microsoft Active Directory to support users and student for troubleshooting
- Performed security check on client using Ivanti Security Control

- Installed local or network printer in Windows or MAC using Group Policy
- Experienced in LabStats to track computer usage for College

<u>References</u>

- James Vang - Integer - Supervisor - 651.388.2813
- Tong Thao - Technology Center - Supervisor - 651-846-1440