**Andy Vang**

**450 Blair Ave**

**651-900-5506**

**andyvang108@gmail.com**

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**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

**References**

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