

VINCENT J. DANG

Mobile: (770) 576-5467

Email: vincentdang@live.com

IT Project Manager

Quick and detail oriented learner that is able to adapt to new and changing environments. Also able to navigate in multiple industries while understanding business goals and providing customer centric support.

Accomplishments

2009 Academic Scholarship recipient from the Georgia Society of CPAs.

2014 Top Relationship Builder award recipient from SunTrust Banks.

2014 & 2015 Georgia State University Dean's List.

Experience

Insight Global

IT Support Specialist

Atlanta, GA

March 2016 – Present

Providing general hardware/software administration and support for 3rd largest U.S IT staffing firm.

Some Highlights are:

- Troubleshooting/Managing complex support tickets for end users
- Creating, Improving and Maintaining knowledge base procedures
- Providing maintenance and administration in Windows Server, Office 365, Cisco Unity and VMWare
- Maintaining hardware and software inventory and deployment

Sobo Networks

IT Support Intern

Atlanta, GA

August 2015 – December 2015

Provided onsite and remote IT support and advisement for small/medium sized businesses

Some Highlights are:

- Troubleshoot software and hardware call center support tickets for clients
- Provided onsite support and problem resolution at client offices
- Assisted Senior IT Advisors in networking and server infrastructure audits for existing and potential clients
- Managed auditing projects for existing clients

SunTrust Bank

Financial Consultant III

Lawrenceville, GA

December 2013 – May 2015

Client service, support, and problem resolution for large-sized retail bank

Some Highlights are:

- Assess and analyze client relationship metrics and recommend solutions
- Updated and maintained client information and attributes within the ChannelLink Database
- Implemented new time saving processes in everyday activities for sales team using computer applications
- Deepened client relationships through prospecting, sales, advisement and client advocacy

Bank of America

Sales Operations Supervisor

Norcross, GA

July 2009 – June 2013

Teammate and client service, support and conflict resolution for 2nd largest U.S. retail bank

Some Highlights are:

- Experienced in monitoring and analyzing sales reports, operational audits, and conflict resolution
- Saved time with consistent and accurate service/support for managerial team and clients
- Exceeded performance metrics (Top 10%), by an average of 25%
- Acted as a liaison and supported different groups within the sales process
- Multitasked simultaneously in a fast paced environment (Operations, Accuracy, Fraud Prevention and Sales)
- Experienced in managing, training and developing of a staff of 10 teammates

VINCENT J. DANG

Continued

The Alliance Theater/Georgia State University

Class Project Coordinator

Atlanta, GA
January 2011 – May 2011

University collaboration to solve email marketing problems

Some Highlights are:

- Proposed an increase in awareness by providing the Alliance Theatre with a marketing plan that focused on new technologies in media to address marketing problems
- First point of contact for Professor, Alliance Marketing Director, and Alexander Babbage Research Management
- Provided initiative in order to plan, execute, control & monitor a project with 50 classmates
- Ensured effective deliverables and results were provided in a timely manner

Education

Georgia State University, J. Mack Robinson College of Business

Atlanta, GA

Bachelor of Business Administration:

Marketing with Minor in Sociology

May 2011

Computer Information Systems

Dec 2015

Courses: Business Analysis, Improving Business Processes, IT Project Management, & IT Project Risk Management

Certifications (Pursuing): Six Sigma Green Belt and Microsoft Certified Professional (Windows Server)

Technical Skills

Software/Computer Languages: Java, HTML, MS SQL Server 2012, Project, Visio & Office, Adobe Photoshop & InDesign

Community Involvement

BPSOS Atlanta Clothing & Food Drive – Volunteer, November 2015

Children's Healthcare of Atlanta (The Color Run) – Volunteer, March 2012

Lilburn Health & Rehabilitation Center – Volunteer, February 2011

Hobbies: Meeting new people, traveling, sketching, sports and martial arts