Mobile: (770) 576-5467 Email: vincentdang@live.com

**VINCENT J. DANG**

# IT Project Manager

Quick and detail oriented learner that is able to adapt to new and changing environments. Also able 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 Atlanta, GA**

***IT Support Specialist*  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 Atlanta, GA**

***IT Support Intern*** **August 2015 – December 2015**

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

**Some Highlights are:**

* Troubleshot 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 Lawrenceville, GA**

***Financial Consultant III***  **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 Norcross, GA**

***Sales Operations Supervisor***  **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

**The Alliance Theater/Georgia State University Atlanta, GA**

***Class Project Coordinator***  **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, ImprovingBusiness 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

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