



# VŨ HẢI QUÂN

IT Support Intern



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<https://github.com/vhqit2003-boop>

## EDUCATION

Ho Chi Minh City University of  
Industry

Major: Information technology

2021 – Present

## TECHNICAL SKILL

### Hard Skills:

- Programming
- Software installation
- Windows Server Configuration
- Linux
- System Administration

### Soft Skills:

- Communication in a professional environment
- Content creation
- Time Management
- Analytical thinking
- Teamwork and collaboration
- Problem-solving skill

## WORK EXPERIENCE

### VINTECHCO COMPANY LIMITED

IT Helpdesk intern

2022 – 2023

- Oversaw the operation of websites, IT infrastructure, and servers
- Troubleshoot technical issues across hardware and software platforms.
- Installed and configured IT systems and networking devices; ensured smooth operation of both internal and client-facing systems.
- Responded to customer service requests, guided users through diagnostic procedures, and escalated unresolved issues as needed.
- Communicated technical solutions clearly to non-technical users.
- Recorded and updated all support requests, resolutions, and relevant documentation.
- Maintained direct interaction with customers via phone, email, or onsite visits to resolve technical concerns.
- Designed simple websites and assisted in managing database-related tasks.

### ASIA TECHNOLOGY EQUIPMENT SERVICES COMPANY LIMITED

IT Helpdesk Intern

2019 – 2020

- Managed SEO for websites, domains, and company servers.
- Installed and configured software, hardware, and peripheral devices; handled both internal and external IT systems of the company.
- Diagnosed and resolved software/hardware issues, ensuring optimal system performance.
- Provided technical support and solutions to customer inquiries via phone, email, or in-person.
- Maintained comprehensive documentation of incidents and solutions in the company's knowledge base.
- Participated in incident response for customer-related system issues and followed escalation procedures as needed.