

CHUONG H. VO

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GitHub: <https://github.com/vohoang2005> LinkedIn: <https://www.linkedin.com/in/chuonghvo/>

Portfolio: <https://aqueous-spire-02586.herokuapp.com/>

SUMMARY: An accomplished IT Engineer with 10 years' experience transitioning over to Full Stack Developing. Recently Graduate from UC Berkeley Boot Camp with a passion for developing scalable web applications and working across the full stack. Self-motivated, strong communication skill and analytic abilities, searching for an opportunity to showcase my skill set.

TECHNICAL SKILLS

HTML

Express.js

TailwindCSS

CSS

Bootstrap

Git

JavaScript

React

GitHub

Node.js

Mobile-First Design

Responsive Web Design

PROJECTS

MAINTAINABLE: <https://maintainable.herokuapp.com/> || <https://github.com/vohoang2005/maintainable>

- This is an application for use in recording the details and maintenance history of the air conditioning assets of an HVAC service provider.
- Features: Mongo DB, Mongoose, Node.js, Express.js, React, and GraphQL

RANDOM: <https://ran-dm.herokuapp.com/login> || <https://github.com/vohoang2005/randm>

- RANDM is a dating application that helps users find matches through randomization. While other dating apps on the market focus too much on matches based on initial judgement, (such as profile pictures), with RANDM, people can start chatting with and getting to know potential dates without that initial judgement in an app free of profile pictures and "swiping".
- Features: Node.js, Express.js, MySQL, Sequelize, Handlebars, Bcrypt, Socket.io

EXPERIENCE:

Infinera, San Jose, California

Senior IT Engineer

3/21 - Present

- Provide support for multiple sites; engage, assist, and ensure end-user need is met.
- Maintain and Record Inventory of laptops, and peripherals to ensure availability for end-user.
- Work with IT Director, IT Manager to test and resolve technical issue, such as SCCM, Windows OS, Data Recovery, Account Lockout, Mobile Device, Network, Polycom, Video Conference and VPN.
- Setup/Configure, Support new hire laptop, Assets Management, Procurement, work with site services for local transportation and with shipping for domestic/international shipments.
- Experience with Cylance Protect, Acronis, Carbonite Backup, Recuva, MS Office 365, Azure AD, MFA, MDM, Cisco Anyconnect, Registry, Group Policy, Lansweepers, Service Desk Ticketing System, and much more.

KLA-Tencor, Milpitas, California

Information Technology Support Specialist

9/20 - 3/21

- Provide support for over 3,000 employees, in person, phone, email and/or remote session.
- Experience with AD/Azure AD, BitLocker Encryption, RSA Token, Cisco AnyConnect VPN, Palo Alto GlobalProtect VPN, Microsoft Office, TrendMicro AV, MDT Imaging, GPO, Registry, Bomgar remote tool/Remote Desktop Connection, ServiceNow Ticketing System, Lansweepers
- Ensure Computers software are updated and maintained for peak performance and less downtime
- Work with Vendor (Dell) to maintain computer at top performance, such as repair, replace and troubleshoot computer issue.
- Troubleshoots software and hardware failures, WIN 7/10, Office 365 and identifies network problems

- Support and handle new hire tasks; provision new systems for replacement and process of decommission old computer.
- Maintain an inventory of IT devices, purchasing request and charge back to the requested department.
- Maintain Computers/Application Updates, such as Windows, Dell, AV, VPN, Internet Browser, BIOS.
- Documentation: write and update documentation of all IT/Systems Processes on Service Now Ticketing System.
- Main Role: AD/Microsoft Azure AD Admin, RSA Admin, Asset Management Manager

Optovue, Fremont, California

10/19 – 7/20

IT Support Level 3/ Research Analysis Engineer

- Provide technical support to 150 users, in person, remotely, email or over the phone
- Configure new hires accounts and workstation, purchase peripherals
- Work with Project Managers to research and troubleshoot Software/Hardware issue related to Windows System, while documenting the solutions/processes of how to resolve it on OneNote
- Ensure Servers, Computers and all software are updated and maintained for peak performance and less downtime
- Experience with Server 2012/2016, ESXi VMware, SonicWall VPN, TrendMicro Anti-Virus, UPS, Veritas Backup and DataSafe Backup (Tape), Video Conference, Office 365, Active Directory, Azure AD, WebEX, Adobe License
- Maintain IT inventory using Asset Management Tool, maintain O365, WebEX and Adobe licenses

EDUCATION, & CERTIFICATIONS

UC Berkeley Coding Bootcamp / Certificate, Full Stack Software Development / Apr 2022

Microsoft 365 Certified: Modern Desktop Administrator Associate

CompTia A+/Network+/Security+ Certified

Cal State University East Bay / BS, Business Administrator, Option: Information Technology Management