

**CHUONG H. VO**

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**PROFESSIONAL EXPERIENCE:**

*KLA-Tencor, Milpitas, California*

**Information Technology Support Specialist**

9/20 – Current

- 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, Lansweeper
- 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

*Confluent Medical, Multiple Sites, California*

11/16 – 10/19

**IT Support Level 2**

- Provide Multi Site Support for Sunnyvale, Fremont and Campbell for any IT related issues.
- Provide direct support and training for over 500 internal users while working with Senior Executives, VP, Director, Managers, building engineers and vendors for internal projects
- Resolved over 1000 tickets, educate users how to prevent future causes and how to use internal software/hardware
- Managing the on-boarding for new hires, to provide first day orientation and training.
- Ensuring that access to corporate network, systems, and databases are available and operational to employees and customers (where applicable) at all times.
- Configure MAC OS, joining Domain, Installing Printer and internal Software
- Ensure optimal work environment by monitoring and updating Kaspersky AV, Meraki Firewall, Access Point, Servers and upgrade/replace old computers, monitors, printers
- Responsible for effective provisioning, installation, configuration, operation, and maintenance of hardware and software related to the IT infrastructure.
- Dealing with suppliers for hardware purchases and creating vendor relations.
- Overlook the office operations, building maintenance, security, and HVAC.
- Researched, analyzed and provided hard/software quotations, ordering information and other purchasing information to users to assist in ordering needed equipment.

**Desktop Support Specialist**

- Provides professional training and support for over 1,700 users while maintaining a professional and organized work environment as well as extensive training for IT Team to succeed in their perspective role
- Resolved over 3500 tickets and ensure all tickets are touch and response in a timely manner
- Save company \$100,000 a month in computer assets by locating missing assets with SSRS and ATS
- Configure MAC OS, image using Casper, setup Printer, install internal software, and create Windows VM.
- Traveled within the US to support, train and cover end users and Team if requested
- Work with Regional Desktop Lead, Global IT, Vendors team on Technical Projects such as the installation of Chrome boxes, Mac Mini server, and Crestron installation in Video Conference room to have an optimal work environment

**Administrator:** Active Directory/Azure AD Admin, Veritas/Connected Backup Admin, Allwork VoIP Admin, Sonicwall Admin, McAfee/Kaspersky AV Admin, WebEX Admin, RSA Admin, Adobe License Admin

**Familiar Software/Tool:** SCCM, PCMover, Macrium/USB/Casper/Ghost/MDT Imaging, Sonicwall VPN, Sonicwall Network Security Appliance, TrendMicro Anti-Virus, McAfee Encryption, Asset Tracking Tool (ATS), Office 365, Windows XP/7/10, Mac, UniFi Access Point, Server 2012/2016, Polycom/Life Size/Zoom Video Conference, ESXI VMware, LANSweeper, Bitlocker Encryption, Bitlocker Recovery, Cisco AnyConnect VPN, Palo Alto GlobalProtect VPN, Bomgar Remote Tool, Desktop Remote Connection, ServiceNow, REGDIT, DataSafe Backup (Tape), UPS,

**Daily Duties:** New Hires/Separation, Assets Inventory/Disposal, Hardware/Software Troubleshooting, Account creation, data restoration, VoIP Account Creation, Ensure all devices AV, Windows Update are updated, PC Refresh, PC Replacement, Troubleshoot Video Conferencing, Documentation, Install and Configure VPN, Purchase Request, Migration, Disposals, Software Installation and removal, Add Local Admin Account and access,

**EDUCATION:** California State University, East Bay  
Bachelor of Science in Business Administration: IT Management

**Certification:** CompTIA Security+, CompTIA Network+, CompTIA A+, MD-100: Windows 10

**Currently Pursuing:** Microsoft 365 Certified: Modern Desktop Administrator Associate