VINCENT PHAM

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Education

University of California, San Diego (UCSD)   La Jolla, CA | 2016 - 2019
B.S. Cognitive Science – Specialization in Design and Interaction

De Anza Community College   Cupertino, CA | 2013 - 2016
A.A. Business Administration with CIS Emphasis

Work

Spaghetti Networks   Campbell, CA | December 2019 – March 2020
IT Support Specialist / Junior System Engineer
- Provide tier 1, 2 onsite and remote desktop support using ticketing systems; Freshdesk and Zendesk.
- Troubleshooting working with Mac, Windows, IOS and Android devices and environment.
- Perform basic System Admin tasks; create new emails, domain, reset passwords, and delete accounts using Active Directory, and GSuite.
- Configure, deploy and maintain new desktop and laptops for new users.
- Worked and manage various clients; including school, church, ventures and small businesses.

Freelancing   San Jose CA | November 2020 – Present
Website Design and Consulting
- Freelance consulting, designing and creating websites for clients.
- Create multiple, wireframes, and prototypes using Adobe XD to discuss with clients before proceeding.
- Currently Websites are created using JavaScript and HTML

Breadapeel & Gourmet Crepes   Palo Alto, CA | June 2013 – Present
Web Consultant, Food Prep, Cashier
- Helped expand a Family food business from stalls to a store-front/brick-mortar operation.
- Web consultant during the web development, directing web developer what the website should have, including conducting user testing to find bugs.
- Manage both front-end and back-end of operations to keep store running smoothly.
- *Front-end*: Interaction with customers; taking orders and answering questions.
  Back-End: Completing orders in a timely manner, making sure ingredients are stocked up.

Vovinam Hung Dao   San Jose, CA | January 2012 – March 2020
Martial Arts Instructor
- Martial Arts Instructor with over 15 years of practice. Current Level: Yellow Belt, Two Stripes.
- Instruct Classes; warms ups with over 70+ students, and specialize classes about 10 students in size.
- Perform Martial Arts demonstrations for local community events. Along with creating and managing the routine for seamless performance.

Skills

Programing Languages
- JavaScript, HTML/CSS, Python, SQL

Design Tools
- Adobe Creative Suite (XD, Photoshop), InVision, Sketch App, Affinity Photo, Wireframes, Mockups, Prototypes, Story/Inspiration boards.

Others
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