Elliot Dang

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EXPERIENCE

United States Marine Corps, San Bruno, CA — May 2018 – Present
Data and Administrative Specialist - Corporal

- Conducted and supervised the installation, configuration, operation, integration, protection, maintenance and troubleshooting of cyber communication systems.
- Executed the integration of multiple information systems to include Data Distribution System-Replacement/ Modular (DDS-R/M), in a network environment.
- Performed management of administrative and clerical functions in the areas of general administration, personnel administration, operational administration, and manpower administration through 3270, UDMIPS, CLA, OMPF, MROWS DTMS AND DTS.
- Provided administrative coordination, including records filing, customer service, correspondence management, and document collection for $16M government program.

Facebook, Menlo Park, CA — Jan 2021 – Aug 2021
Risk and Response Systems Project Management Intern

- Communicated with 10x network partners to understand feature requests and devise solutions for implementation by connecting with engineers to build out for migration.
- Tested 200+ features and action templates by utilizing internal Centra and SRT tools to assess the end user's experience, documenting feedback and suggestions to ensure a smooth roll out to contractors and full-time employees.
- Scrubbed 2000+ product IDs using SQL to assess trends and patterns in products that are reviewed multiple times, documenting findings on Excel to be used by leadership to create better trainings for investigators.

Electronic Arts, Redwood City, CA — Aug 2020 - Dec 2020
Information Systems Project Management Intern

- Built a specialized training in IT/Help Desk, includingTest Out lab simulations, Microsoft office, and maintaining AWS testing labs/servers.
- Built and maintained Linux servers for a web-hosting sites, as well as developed solutions to host live websites.
- Conduct troubleshooting to resolve IT related and application issues for 300+ users through a helpdesk system.
- Developed and implemented an efficient ticketing system to monitor incoming service desk tickets, track incidents and troubleshoot issues.

Ohlone College, Fremont, CA — May 2020 - Sep 2020
Junior IT Help Desk Support Intern- Windows, Mac OS
Build a specialized training in IT/Help Desk, includingTest Out lab simulations, Microsoft office, and AWS testing labs.

- Diagnosed and resolved routine issues on macOS and Windows platforms through interactions with end users, troubleshooting hardware and software problems. Provided an Ad-hoc service to over 1000 users of all computer systems, troubleshooting and resolving systems problems.
- Created and managed the Helpdesk ticketing System, responded to guests when their issues have been resolved, and ensured that it satisfies the guests.
- Carried out a prescribed program of system performance monitoring, measurement, management, and capacity planning for computer systems, to support a pro-active approach to meeting changing system demands.

LEADERSHIP & VOLUNTEER EXPERIENCE

Operation Allies Welcome — Oct 2021 - Mar 2022
United States Marine Corps – Corporal, Fort Pickett, Virginia, VA

- Created distribution system for refugees of Afghanistan by providing them with hygiene and clothing during operation.
- Implemented a new system to process Afghan refugees for a new life in United States

EDUCATION

San Jose State University - San Jose CA — Aug 2021- May 2023
B.S. Management Information System focused on System Engineering – GPA 3.5

Ohlone College – Fremont, CA — Aug 2018 - Aug 2021
A.A. Business Administration GPA- 3.0

CERTIFICATIONS & RELEVANT SKILLS

- CompTIA A+, Net+, Sec+
- JavaScript, HTML, C++
- Certified w/Microsoft Applications

- Linux, Virtual Machines, PowerShell
- Scrum Master
- AWS

- Strategic Planning/ Testing/QA/Rollout/Support
- Data Analysis: SQL, Tableau