KHANG PHAM

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IT Support

Dedicated and hard-working professional with some experience in IT and system administration. Adaptive to any situation and willing to learn and improve skills on-the-go. Knowledgeable in software, operating systems, troubleshooting, and hardware. Seeking employment in a challenging work environment where technical knowledge, communication, and discipline can be improved.

CORE SKILLS & COMPETENCIES

- Technical Support & Troubleshooting
- Hardware & Software Issue Resolution
- Data Management
- Team Collaboration & Communication

- Proficient with Microsoft Office
- Server Maintenance & Monitoring
- Learning & Adaptive Mindset
- Perseverant Worker

PROFESSIONAL EXPERIENCE

IT Intern | Mass Precision | San Jose, CA   **June – Aug, 2019**

Key Responsibilities:

- **Troubleshooting & User Support:** Leverages newly acquired technical knowledge to troubleshoot issues related to hardware and software applications, successfully investigating, assessing, and removing problems to ensure continued smooth business operation.

- **Server Maintenance:** Assists in server maintenance with efficiency and effectiveness, ensuring system and servers are accurately backed up and all user accounts are maintained before deployment and configuration of any updates.

- **Requirements Gathering:** Collects requirements for every technical task, liaising with system users to determine issues, troubleshoot, and maintain thorough documentation for resolution.

- **Operating System Deployment:** Deploys systems for new employees with new hardware; setting up a comfortable work environment with all the software and hardware needed for a smooth and optimal experience.

EDUCATIONAL EXPERIENCE

Monta Vista High School	Cupertino, California	**2016-2020**
De Anza College	Cupertino, California	**2020-2022**
San Jose State University	San Jose, California	**2022-Present**

TECHNICAL ACUMEN

Operating Systems	Microsoft OS (Windows 7 & 10 & 2012 & 2016)	Active Directories
Hardware	Cabling	Cable Connectors	Routers	Access Points
Software	MS Office Suite	Exchange Server 2016	AutoCAD	SQL	MySQL	
Networking	VPN	LAN/VLAN/WAN	IP Addressing	IP Subnetting	TCP/IP Protocol Stack	ARP	DHCP	DNS	WINS	DHCP