

TOM TRAN

San Jose, CA | Skilled IT professional with strong technical and customer service acumen | (408) 668-5060 | tom999800@gmail.com | linkedin.com/in/tomtranbayarea

EDUCATION

Bachelor of Science, Management Information Systems

December 2025

San Jose State University, San Jose, CA, 3.54

Associates for Transfer, Business Administration

March 2022

Evergreen Valley College, San Jose, CA, 3.54

Relevant Coursework: PHP and SQL, UNIX/Linux System Administration, Python, Java, Microsoft Office Suite, Computer Hardware and Network Infrastructure, Storing and Retrieving Data, Internet Principles & Protocols

Associates of Applied Sciences, Management Development

December 2017

Alvin Community College, Alvin, TX

Honors: Summa Cum Laude

Relevant Coursework: Business Computer Applications | Microsoft Word, Excel, Access, & PowerPoint, Communications Skills for Mgrs., Human Resources Management, Problem Solving, and Decision Making, Advertising and Sales Promotions, Small Business Management

CORE PROFESSIONAL AND TECHNICAL SKILLS

- Desktop Technical Support
- Customer Service
- Computer/Network Architecture
- Python | Java | PHP
- PowerShell | BASH CLI Scripting
- Windows 10 | Chrome OS | MAC | Linux
- Teach Technical Topics
- Mentorship/Counseling
- Enterprise IT Solutions

PROFESSIONAL EXPERIENCES

Corporate Operations Engineer, Google LLC, Sunnyvale, CA

August 2021 - Present

- Deliver world class technical support for Googlers
- Engineer systemic & fleet-wide solutions to software products, services, and systems Googlers use internally
- Troubleshoot and provide root-cause analysis for Googlers through various channels (chats, tickets, and phones) across all of Google's corporate platforms (Linux, Mac, Windows, and ChromeOS)
- Identify and escalate trending issues among users to raise bugs with partner platform teams
- Mentor junior teammates by hosting practicums that help familiarize them with job related functions and core duties

IT Support Instructor, Jobtrain, Menlo Park, CA

March 2019 - July 2020

- Dynamic instructor who understands non-profits, committed to underserved populations
- Taught the project-based intensive course based on the Google IT Support Professional Certification course
- Evaluated students in a manner that provides constructive feedback to motivate students to be successful. Work with students from underserved backgrounds to help them be job ready

Technical Support Technician (contract), Pro4ia, San Jose, CA

February 2020 - March 2020

- Desktop Support for Windows 7 and 10 Enterprise clients
- Provided end-user support for hardware refresh projects to enterprise clients
- Conducted onsite Pre-Test/ Post-testing for LAN to WAN cutover
- Implemented SCCM tasks for Windows 10 Enterprise upgrades, troubleshoot where needed
- Installed and configure Cisco VOIP phone systems

Technical Support Technician, TekSystems, San Jose, CA

December 2019 - March 2020

- Computer/Laptop hardware assembly, troubleshooting, support and testing
- Provided support for hardware refresh projects to enterprise clients
- Decommission legacy datacenter appliances for retirement and implement lifecycle deployments
- Tested computer and network components for operational integrity

- Maintained Inventory and Asset control of technical hardware

IT Support Engineer Trainee, Jobtrain, Menlo Park, CA

September 2019 - December 2019

- Built a foundational knowledge base in technology-centric products and services
- Trained in programming and scripting in Bash Shell and Windows PowerShell
- Utilized Linux/Unix/ Bash CLI to diagnose software/hardware related issues and implement solutions in Linux and Mac OS environments
- Diagnosed and troubleshoot Windows 10 processing problems and applied solutions
- Administrative controls using Active Directory and Kerberos authentication
- Disassemble, rebuild, and test computer and network components for operational integrity
- Used detailed technical Process Documentation to effectively track issues and resolutions
- Troubleshooted network TCP/IP connectivity, subnetting, STMP, DHCP, and DNS problems

Project Coordinator, T'NGO LLC, Elk Grove, CA

December 2018 - August 2019

- Used XML and SQL technology and database systems to generate and update listings
- Implemented and maintained LAN support for 15 Dell desktop computer workstations, 4 network Multifunction printers for the office of 20 personnel
- Deployed and installed Calyx Point loan originator software and configured computers for MLS database management for sales agents. Implement, and train employees on the use of G Suite
- Managed and tracked loan and sales pipelines for the branch. Provide training and support to new hires

CERTIFICATIONS AND TRAINING

- UC Irvine Project Management & Other Tools -PMP Specialization, Management, Planning, Execution
- Google IT Support Professional Certification
- Google G Suite Administration
- Google Cloud Platform Fundamentals: Core Infrastructure for AWS Solution Architects and SysOps Administrators - Google Compute Engine, Google App Engine, Google Cloud Platform, Cloud Computing
- AWS Fundamentals: Building Serverless Applications -AWS Lambda, Amazon Lex, Amazon API Gateway, Serverless Architecture, Amazon DynamoDB

PROJECT EXPERIENCE

Program and project manager for global rollouts, Google LLC

March 2022 - May 2022