

# Tom Nguyen

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## SUMMARY

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Dedicated entry-level IT support professional proficient in ticketing systems, customer service, and learning new technology. Excited to learn and adapt to new technology. Eager to collaborate within IT teams to identify solutions for technical issues.

## CERTIFICATIONS & EDUCATION

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### Google IT Support Professional Certificate

Dec 2023

Coursera

### University of Texas-Arlington

Dec 2020

Bachelor of Science in Information Systems

Arlington, TX

- Related coursework: Java Programming, Computer Networks, Database Systems, Systems Analysis & Design

## SKILLS

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**Operating Systems:** Windows 10/11, remote connections, virtual machines, troubleshooting

**Web Technologies:** HTML (intermediate), CSS (intermediate), Bootstrap (intermediate), JavaScript (competent)

**Programming Languages:** Java (proficient), Python (proficient)

**Databases:** SQL, PostgreSQL

**Tools:** Git, Visual Studio Code, Visual Studio 2022, Ubuntu

**Networking:** Configure static IP addresses, DNS, DHCP, Active Directory

**Hardware:** Desktop hardware installation, printer configuration and management

**Software:** Microsoft Office 365, software installation and management

## PROJECTS

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### Home Network

- Configured router settings, including security protocols and port forwarding
- Utilized DHCP to assign and manage IP addresses for devices on network

### Developer Portfolio

<https://tomnguyen9517.netlify.app/>

- Developed an engaging and interactive portfolio utilizing a blend of HTML, CSS, Bootstrap, and JavaScript with Git version control
- Proficient in creating responsive and visually appealing websites

## WORK HISTORY

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### Data Entry Clerk

Irving, TX

ChildcareCRM

Oct 2023 – Nov 2023

- Efficiently and accurately entered over 300 items related to kids' curriculum
- Collaborated within a team to meet data entry deadlines and address related issues