

Davis Kieu

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Skills

Programming C++/C/C# · PHP · VB · Python

Analytics MYSQL/ TSQL · Excel · Google Analytics

Web/Media HTML/CSS/JavaScript · CorelDraw

IT VMware · Windows OS 7/8/8.1/10 · Unix/Mac OS · AWS · Cloud Computing · Virtualization / VLAN · Command Line · Hardware /Software/Network Troubleshooting & Diagnosing · Installation/Backup · Firewall / Policy / Network / User and Groups management · RDP / SSH / PUTTY / VNC / Remote Assistance · VOIP · Printer Maintenance · CIA Security · VPN

Certifications

COMPTIA

- CompTIA A+ , Network+ , Security+

Amazon Web Services (AWS)

- AWS Solutions Architect Associate

Microsoft Azure

- Microsoft Certified: Azure Administrator
- Microsoft Certified: Power Platform

Experience

Berkeley Unified School District

COMPUTER TECHNICIAN I

Berkeley, CA
Current

- Proactively resolve and prevent hardware , software and network issues for over 800 tickets from campus users within SLA time.
- Troubleshoot and diagnose network issues in various layers of the OSI model for campus infrastructure consisting of 8 critical servers and over 4000 daily clients.
- Effectively utilized Google Workspace , Snipe , Ruckus , and Active Directory to provide secured ,centralized , and scalable management of devices.
- Proactively automate tasks utilizing Python to develop logical processes to finish tasks quickly ,precisely , and efficiently.

Fothion Inc

IT SUPPORT ENGINEER

Canoga Park, CA
Oct 2020-2021

- Increased rapport from client employees by 20% by providing technical services to hardware , software and networking issues.
- Enhanced client security by identifying and responding to host & network vulnerabilities
- Contributed to 99% customer satisfaction by providing technical solutions to over 1000 issues within established SLA's.
- Assisted with recommendations , installations , and maintenance of networking , computing , and personal devices that increased client's effectiveness and efficiency.
- Improved the onboarding and offboarding process for various clients. Provided an automated solution based on AWS SQS that required little intervention from personnel .

Tire Stickers LLC

COMPUTER OPERATIONS

Van Nuys, CA
May 2019- Nov 2020

- Provided hardware , software , and networking solutions for over 800 tickets created by manufacturing staff.
- Contributed to higher production of products by maintaining over 95% of availability to printers , computers , and networking services.
- Developed and maintained an inventory tracking solution that increased counting accuracy to 90% for products in stock.
- Protected company assets from threats for over 1 year by implementing and maintaining host and network security .

Education

Los Angeles Valley College

HONORS ASSOCIATE OF COMPUTER SCIENCE

• Dean's Honors List

Valley Glen, CA

Sep. 2016 - June 2018