

JUSTIN HOANG

<ADDRESS REDACTED>

<PHONE REDACTED> | HOANG.JUSTIN@GMAIL.COM

TECHNICAL SKILLSETS

- Over 6 years of providing professional technical support in residential and enterprise environments
- Experience in home theater wiring and installation and CCTV IP systems
- Comprehensive background and support experience in Windows and Macintosh systems
- Developed and implemented solutions for educational institutions and enterprise infrastructures
- Extensive hardware experience in desktops, laptops, and mobile devices in troubleshooting and repair
- Experience in home networking, business network infrastructures and management. Including cable run installations, terminations, and line analysis/diagnosis
- Understanding of enterprise networks, SQL, PowerShell, group policy management, Win/UNIX servers
- Emphasis in admin roles for Active Directory, Exchange, Skype for Business, Men & Mice, LANDesk, SCCM, JAMF, Cherwell, ServiceNow, TargetProcess, O365, NIST and Data Center Processes
- Proficiency in Microsoft Windows, macOS, Microsoft Office 365 Suites

PROFESSIONAL EXPERIENCE

ESRI

COLLABORATION & COMMUNICATION BUSINESS ANALYST

(OCTOBER 2018 – PRESENT)

- Evaluated information received and refined high-level abstracts into detailed tasks consumables by developers, analysts and business users. Prepared documentation and proper notifications to stakeholders
- Proactively collaborated with varying levels of technical audiences to prioritize solutions through requirements, evaluated quick fixes and developed model business workflow processes
- Communicated with external vendors around process planning, change management and support initiatives
- Facilitated the design and execution of integrating testing, acceptance and execution of initiatives
- Rolled out and held primary POC for Office 365 Exchange Online migration of over 5,000 licenses
- Departmental training and release of Teams globally, including ad-hoc support for Teams' champions
- Led technical and change management migration from Box to OneDrive with over 4,000 licensed seats and several hundred TB of data, saving the organization over \$500k annually
- United with international distributors onboarding into Azure AD synchronization, optimizing collaboration
- Managed the transition and upgrade of technical and layman documentation repos into ServiceNow KB

SERVICE DELIVERY TECHNICIAN

(JULY 2017 – OCTOBER 2018)

- Accepted help/service desk requests from colleagues via phone, IM and email; provided technical support through these means of communication in a collaborative, dynamic and fast paced environment
- Formulated strong technical and analytical skills between various hardware and software products in order to strongly support devices and programs requested by colleagues in a timely manner
- Resolved and created new documentation for unknown issues to maximize efficient team productivity
- Troubleshooted and repaired desktops, laptops and mobile devices at a concierge level support, that offered immediate support for colleagues that required the urgent assistant
- Processed support in a secure NIST environment for secure data and production datacenter including hardware and software diagnosis with change management processes in place

UNIVERSITY OF CALIFORNIA, RIVERSIDE | UNDERGRADUATE EDUCATION

SENIOR TECHNICAL SUPPORT

(MAY 2014 – JUNE 2017)

- Maintained independent responsibility of the maintenance and repair of computers including day-to-day operations via support ticketing systems, support escalation, and team collaboration as needed
- Provided technical support to faculty and staff members across computers, printers, and networks
- Interacted with staff members and faculty to complete long-term projects, including proposals
- Contacted and negotiated with vendors based on staff requests to provide the necessary equipment in a reasonable time frame while maintaining cost efficiency

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PACIFIC COMPUTERS & MALIBU TECHNICAL SUPPORT

HEAD TECHNICIAN

(MAY 2010 – JANUARY 2016)

- Diagnosed and repaired computers and computer components in a commercial and retail scale, including multi-platform lab environments.
- Provided HIPAA, PCI, and FERPA compliant systems for medical, business, and school facilities
- Served as the primary technician to provide Apple iOS and mobile device troubleshooting and hardware support, including soldering and component re-soldering
- Coordinated schedules for on-site appointments for technicians and led follow-ups with clients

EDUCATION

UNIVERSITY OF CALIFORNIA, RIVERSIDE

Bachelors in Business Administration, Concentration in Information Systems

(June 2017)