



Duc Le

IT TECHNICIAN

Details

4082 42ND St
San Diego, 92105
United States
619-342-6425
lerockandroy@gmail.com

Skills

- Communication
- Teamwork
- Computer Hardware
- Computer Skills
- Customer Service

Languages

- Vietnamese
- English

Profile

I am keen to bring my skills and expertise to your organization, looking forward to gaining practical experience in the workforce. I am committed to demonstrating my reliability, ability to complete I am a friendly and poised individual, particularly adept at staying composed under stress. My organizational abilities are top-notch, and I often inject humor into my work. I am self-driven and excel at absorbing new knowledge swiftly, boasting impressive time management skills and a proficiency in rapidly acquiring new technological skills. My technical skill set includes advanced knowledge of C++, HTML, CSS, C#, and Python, enabling me to tackle complex problems with ease.

My professional background encompasses extensive experience in maintaining, repairing, and splicing copper and fiber circuits, as well as managing wireless infrastructure. I am adept at diagnosing and fixing issues in wireless, cellular, and fiber optic systems, ensuring high-quality technical support and customer service. My track record in resolving difficult technical issues quickly and efficiently is well-established.

Furthermore, I possess strong capabilities in hardware and software troubleshooting, system maintenance, and network configuration. I am also proficient in educating users about new technology. My leadership and communication skills are exemplary, and I approach problem-solving and planning with meticulous attention to detail.

I am keen to bring my skills and expertise to your organization, looking forward to gaining practical experience in the workforce. I am committed to demonstrating my reliability, ability to complete tasks promptly, and my eagerness to learn and advance within the company.

Employment History

SENIOR IT AND COMMUNICATIONS TECHNICIAN, AER WORLD WIDE, Duncan

MARCH 2022 – AUGUST 2023

- Test Hard Drive corresponds to Xerease
- Work closely with the supervisor and direct staff to achieve more than 50% of products sold out.
- Handle PO with expected deadlines with supervisor direction.
- Ensure that systems are adequately handled according to company policies.
- Work with multiple departments to ensure each department works well.
- Identify and achieve each IC component for better quality and sell more than 50%
- Conducted site surveys to determine technical requirements for installations, relocations, and upgrades.
- Kept work supplies ready by inventorying stock, placing orders, and verifying receipt.
- Resolved problems by repairing or replacing defective equipment and programming telephone instruments.
- Maintained records of daily data communication transactions, problems, remedial actions taken, and installation activities.
- Conferred with staff, users, and management to establish requirements for new systems or modifications.

IT TEAM LEAD, COMPUTER2KIDS, San Diego

APRIL 2018 – FEBRUARY 2022

- Multi-task with multiple desktops/laptops/notebooks
- Able to create programs for hardware test/ activation/ reactivation to achieve more than 50 % sold-out.
- Set up equipment for employee use, performed and ensured proper installation of cables, operating systems, and appropriate software.
- Conferred with staff, users, and management to establish requirements for new systems or modifications.
- Entered commands and observed system functioning to verify correct operations and detect errors.
- Referred major hardware and software problems and defective products to vendors and technicians for service.
- Maintained records of daily data communication transactions, problems, remedial actions taken and installation activities.
- Hired, supervised, and directed workers engaged in special project work, problem-solving, monitoring, and installation of data communication equipment and software to achieve 90% productivity.
- Prepared evaluations of software and hardware and recommended improvements and upgrades.
- Developed training materials and procedures, and trained users in the proper use of hardware and software.

- Always provided efficient and courteous service to customers.
- Performed general maintenance and repair to all customers with the satisfaction of all the customers.

CASHIER, NEXEXCHANGE, San Diego

OCTOBER 2016 – JANUARY 2017

- Effectively organize money in order
- Learn to check counterfeit money.
- Dress professionally
- Work with enthusiastic
- Understand military customer rank.
- Performed opening and closing procedures, such as counting cash register, restocking, and cleaning.
- Operated cash register and accurately processed payments, returns, and exchanges.
- Provided efficient and courteous service to customers.
- Enforced store safety and cleanliness standards, reducing hazards.
- Developed strong customer service skills by providing efficient and accurate service.
- Processed customer orders and ensured the accuracy of their purchases.
- Delivered exceptional customer service at all points of contact.
- Used POS system to complete purchases for customers.

Education

High School Diploma, Hoover High School, San Diego

FEBRUARY 2011 – MAY 2014

Graduate with High School Diploma

Associate Degree of Science, Greenville Technical College, Greenville

AUGUST 2022 – MAY 2023

Graduate with Associate Degree in Science