Quoc Tran

Arlington, VA 22202 ▪ quocqtran@gmail.com ▪ 484.744.9457 ▪ linkedin.com/in/quocqtran ▪ quocquoc.com

IT Professional with 5+ years of experience. Proficient in providing advanced technical support and solutions. Skilled in active directory user provisioning, endpoint configuration and device management.

EDUCATION

La Salle University   **Philadelphia, PA**
Bachelor of Arts in Computer Science, Minor in Management & Leadership   *August 2020*

WORK EXPERIENCE

Save The Children   **Washington, DC**
IT Support Specialist   *May 2023 – Present*
- Utilize Cayosoft for active directory user provisioning, group management and password resets
- Enroll and manage endpoints in our network through Microsoft Intune ensuring device compliance
- Provision software updates to ensure ManageEngine Patch Manager operates effectively on user's machines
- Reauthenticated 100+ remote devices to Microsoft Entra ID to resume the workflow of impacted users
- Collaborated closely with network engineers to test new Autopilot imaging process for endpoints

Vanguard   **Malvern, PA**
Technology Engineer Contractor   *May 2021 – May 2023*
- Configured and tested various endpoints and verified the installation of all requested software
- Maintained accurate data of hardware assets in ServiceNow to ensure devices near end of lease date were returned to vendors properly to avoid fiscal impacts
- Assisted in special projects related to desktop deployment at contingency sites to mitigate risk of downtime

Toll Brothers   **Fort Washington, PA**
IT Support Technician   *October 2020 – May 2021*
- Resolved escalated incidents of various applications and devices including mobile, desktops and printers
- Created ServiceNow knowledge base articles to reduce the incidents of most common issues

La Salle University IT   **Philadelphia, PA**
Student Help Desk Technician   *September 2016 – May 2020*
- Acted as the initial point of contact for users seeking technical assistance via phone, email, or in person
- Diagnosed network connectivity issues of Windows, Mac, and mobile devices for student body of 4500+
- Inspected ethernet ports of residence halls using a cable tester to ensure students have network access

Ferrilli   **Haddonfield, NJ**
IT Technician Intern   *May 2019 – August 2019*
- Imaged and deployed 300+ computers to refresh the desktops of all faculty of University of the Sciences
- Troubleshot Microsoft Office and Adobe issues on Windows 10 and Mac to increase customer satisfaction

LEADERSHIP AND ACTIVITIES

La Salle Men's Rowing   **Philadelphia, PA**
Coxswain   *September 2016 – May 2020*

TECHNICAL SKILLS

- ServiceNow; SCCM; Active Directory; JAMF; Microsoft Intune; Microsoft Entra (Azure AD); Cayosoft; Microsoft Office; SQL; HTML; (S)CSS; JavaScript; Java; Git; Visual Studio Code; Agile Methodology