

NGUYEN THANH PHUONG

IT HELPDESK TECHNICIAN



WORKING EXPERIENCES

IT Helpdesk Technician | GlaxoSmithKline (GSK) Company

Sep 2017 - Present

- Daily support all users in PCs, laptops, printers, Cisco IP Phone, SAP, Outlook email and IT devices issues.
- Daily monitor server, switches, and wireless system.
- Support company in big events and meetings.
- Monitor, route ticket and work with other systems team members for trouble ticket completion.
- Independently investigate and implement solutions to technical issues.
- Annual support webinar in Vietnam provinces and company studio.
- Manage IPAD, sim 4G and mobile devices for users who works as Field Force Sale and Area Manager.
- Cooperate with trusted Vendors to maintain, buy new IT devices and deploy IT projects.
- Write, revise, and update user training manuals and internal procedures.

ACHIEVEMENTS

GSK Global Employee Recognition (Q1, 2018)
GSK Company

Employee Recognition
GSK Company

IT Helpdesk & Administrative Staff | Eduboston Vietnam Company

Jul 2015 - Sep 2017

- Involved in company daily administrative tasks.
- Liaising with partner institutions regarding contracts, product briefings, marketing plans and scheduling meetings.
- Attending and assisting in company seminars and education exhibitions.
- Mainting and troubleshooting a variety of computer, office machine, camera - phone system and network issues.
- Responsible for buying new IT products.
- Provide training and supervising other IT staffs.

IT Helpdesk, Marketing & Translator | Tan Dai Duong Education Consultancy

Apr 2011 - Jul 2015

- Manage & troubleshooting PCs and network system.
- Support Marketing department: editing video for branding purpose, post forum & boost keyword to top searching on Google.
- Consult, translate & process all student's application documents to schools in Singapore, USA, etc.

OBJECTIVE

A solution-oriented, highly analytical, and resourceful help desk specialist who is seeking opportunity to expertly resolve challenging technical issues while providing unsurpassed end user service. Currently involving in a wide variety of IT tasks in a busy office environment and working with others as a team member to achieve advancement and growth for the company.

EDUCATION

ASSOCIATE'S DEGREE, COMPUTER SCIENCE

HO CHI MINH OPEN UNIVERSITY (2007 - 2011)

PERSONAL DEVELOPMENT

TOEFL IBT CERTIFICATE - 65 POINT (2013)
MICROSOFT MSCA 2003 CERTIFICATE (2010)
NHAT NGHE MSCA 2012 (2017)

HIGHLIGHTS

- Effective data backup and security operations.
- Good knowledge of Computer hardware, operating systems, IPAD, Iphone and Cisco IP Phone.
- Adobe skills: Photoshop, Adobe Premiere, Video editing.

SKILLS

MSCA	Communication
Microsoft Office	Multi-tasking
Helpdesk	Teamwork
GIS	Problem-solving

REFERENCE

Mr. Tung Bui
GSK Recruitment Department
tung.x.bui@gsk.com

NOTICE PERIOD

1-month notice

SALARY

Negotiable

NGUYEN THANH PHUONG

IT HELPDESK TECHNICIAN



17/08/1989



thanhphuong.nguyen1708@gmail.com



Ho Chi Minh City, Vietnam



+84 906 997 798

TO WHOM IT MAY CONCERN

Dear Sir/ Madam,

This letter is written to express my enthusiasm in the position of your company. I will be able to contribute to the employer's success through my drive for excellence and commitment to work.

Currently, I'm working as a IT Helpdesk technician at GSK Vietnam Company, where my main responsibilities are maintaining, troubleshooting IT issues. In addition, I also support and manage I pads, I phones, Laptops, PCs, emails and Cisco IP Phone for users who work in & outside Ho chi minh city. I have gained organization skill and ability to carry out multi-tasks as I am also responsible for and involved in many other important IT projects at GSK (Wireless systems improvement, Office relocation, etc.)

Furthermore, I can speak fluently, understand & translate English documents well. I'm a positive and strong person who maintains a positive attitude towards difficulties and I would also appreciate a teamwork working culture.

My resume is enclosed for your kind information and I would love to have an opportunity of a meeting to discuss my application further.

Thank you for your time and consideration.

Yours faithfully,
Nguyen Thanh Phuong