

# TRAN NGOC TRI

IT HELPDESK


(+84) 352841273

tritrantnt@gmail.com

trtrantnt.github.io


## Education

**Bachelor of Software Engineering**

**Ho Chi Minh City University of Technology - HUTECH**

9/2021 - 9/2025

GPA: 3.35/4.0

## Technical Skills

- OS & Hardware: Linux, [Windows 10/11 Troubleshooting],
- Networking & Cloud
- IT Support Tools: Remote Desktop & Communication Ticketing Systems (Jira), Git/GitHub.

## Soft Skills

- Communication and teamwork skills.
- Good command of English
- Analytical & creative problem solving

## Profile

Customer-focused IT Helpdesk Support with hands-on experience in coding and web technologies. Strong logical problem-solver, adept at guiding users through technical troubleshooting step-by-step. Flexible with scheduling and committed to resolving issues efficiently. Seeking to leverage technical communication skills to improve IT support processes and deliver excellent end-user experiences.

## PROJECTS

4/2024 – 6/2024

**PC & Laptop Accessories Online Store**

Position: Developer

- Description: The system allows customers to browse products, add items to the cart, make secure payments, and track orders.
- Team size: 4
- Responsibilities: Implemented shopping cart and payment functionalities
- Technologies: Java Spring Boot, HTML, CSS, MySQL.

## EXPERIENCE

5/2025 – 8/2025

**First Cloud Journey Trainee**

- Two-month AWS training (IAM, VPC, EC2, S3, CloudWatch/CloudTrail); produced draw.io architectures, runbooks, and cost estimates.
- Git-based workflow (issues/PRs), weekly reviews; daily worklogs and sprint retros in English.

## Certifications

**Networking Basics**

**JavaScript Essentials 1**

**JavaScript Essentials 2**

**Technical Support Fundamentals**