

Vũ Hoàng Diệu Trung

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SUMMARY

Motivated and detail-oriented IT Support Specialist with nearly one year of experience in troubleshooting hardware, software, and network issues. Proficient in providing technical assistance, installing and configuring systems, and ensuring smooth IT operations. Strong problem-solving skills with the ability to communicate technical concepts to non-technical users. Eager to expand knowledge and contribute to a dynamic IT team.

WORK EXPERIENCE

December 2022 - May 2024

Sikido media and advertising inc.

Frontend Developer

Main responsibilities:

- Building website interface by using Figma design and HTML, CSS, JavaScript (ES6, JQuery), CRM.
- Responsive web design using Media query and Bootstrap. Handle client requests using Fetch API and JQuery AJAX.
- Handle request/response using PHP.
- Fixing error and maintenance website.
- Teamwork with design team and sell team to make discussions with customers.
- Helping sellers bring products to customers in time.
- Helping customers hosting website and pointing to domain.
- Writing work progress report every week.
- Learn new technology such as ReactJS, React Native... to expand the working area of tech team following leader's request.
- Helping interns to learn work culture and technology.
- Working following leader's request.

March 2022 - November 2022

Vien Dong computer

Computer Technician

Main responsibilities:

- Assemble computer.
- Install Windows, software following customer request.
- Checking computers hardware and software errors, by that proposed fix solution to customer.
- Support customers in their office to solve their computer problems.
- Helping co-workers to assemble computer, software, wired internet to customers office.
- Working following leader request.

SKILLS

Programming

- Advanced knowledge of HTML, CSS, JavaScript (ES6+).
- Be able to work with modern web framework/library such as JQuery, ReactJS, NextJS.
- Be able to work with CSS framework such as Bootstrap, TailwindCSS.
- Basic knowledge when working with design tools like Photoshop, Figma, Canva.
- Basic knowledge of coding with backend languages such as PHP.
- Basic knowledge of Object-Oriented Programming like Java.
- Basic knowledge of Data Structures and Algorithm.
- Working with databases such as DDL, DML, DCL, T-SQL.
- Basic knowledge about REST API, HTTP protocol and using API tool like Postman.
- Basic Docker usage.

IT Support

- Knowledge of operating systems (Windows, Linux).
- Technical troubleshooting and support.
- Basic knowledge of TCP/IP, DNS, DHCP, VPN, and Wi-Fi configuration.
- Experience with tools like TeamViewer, AnyDesk, and Remote Desktop.
- Understanding of data protection, antivirus software, firewalls, and access control.

Tools

- Git, Docker.
- Basic Microsoft Office usage
- Basic Google Workspace usage.

EDUCATION

2018 - 2022	Industrial University of HCMC Information Technology Graduated
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LANGUAGES

2022	TOEIC 680
2024	JLPT N5

INTERESTS

Listen to music, learn language, read newspaper and document.