

HARRY H. TRAN

Orange, CA 92865 | (714) - 867 - 8489 | Harrytran.w@gmail.com | [linkedin.com/in/harryhtran](https://www.linkedin.com/in/harryhtran)

EDUCATION

Bachelor of Applied Science, Applied Computing

In Progress

University of Arizona – Tucson, AZ

Coursework: Data Analysis & Visualization, Object-Oriented Programming and Design in C++, Web Programming, Systems Programming in C, Unix, Mobile Device Programming

Java Programming and Software Engineering Fundamentals Certificate

Jun 2023

Duke University on Coursera

Associate, Computer Science

Jun 2020

Santiago Canyon College – Orange, CA

EMPLOYMENT

Technical Support Engineer

Aug 2022 – Jan 2023

Pyramid Consulting – Remote – Santa Clara, CA

Software Support:

- Provided technical support for ServiceNow IT software
- Responsible for managing and resolving customer issues
- Collaborate with global teams to resolve customer issues
- Document solutions for both internal and external stakeholders through ServiceNow's Knowledge Management software

Product Support Engineer

Dec 2020 – Jun 2022

Quantum Metric – Remote – El Segundo, CA

Software Support:

- Triage and manage support issues for data analytics software platform in Salesforce Service Cloud
- Utilize HTML, CSS, and JavaScript to troubleshoot front-end software integration
- Used SQL in MariaDB and Google Big Query to research data issues, and run ad-hoc data analysis
- Collaborate with enterprise customers and internal stakeholders to work issues
- Document solutions for both internal and external stakeholders through Salesforce and Confluence
- Support Platform Engineering by documenting new bugs, prioritizing issue queue, and validating fixes
- Work with Customer Success teams to ensure proper configuration and deployment of platform
- Attend customer meetings to review ticket statuses and communicate updates

Network Support Engineer Intern

Jan 2020 – Jun 2020

Secured Retail Networks – Foothill Ranch, CA

Network Support:

- Provided level 1 network support to clients, by creating, managing, and escalating new support tickets
- Configured new network devices, like firewalls, switches, and wireless access points for deployment
- Coordinated with clients and vendors for special project installations and maintenance
- Collaborated with senior engineers to resolve complex tickets

Software Development:

- Documented changes to software development process in internal knowledgebase
- Developed new features with HTML, CSS, JavaScript, PHP, and MongoDB
- Participated in development of a file system feature through research, testing, and proof of concept
- Researched new software and technologies for improving internal tools

IT Manager

Jan 2019 – Sept 2019

IT Problem Solver, Inc. – Ladera Ranch, CA

Web Development:

- Coordinated and managed off-shore development teams, working in an agile framework

- Worked with Microsoft Stack – IIS for web server, C# & MSSQL for back-end, and JsViews for front-end
- Supported the development teams by assisting in front-end code refactoring
- Collaborated with clients to specify desired outcomes and product configurations
- Managed client data and complex menu configurations for 50+ locations
- Facilitated accelerated data-entry through scripting with Python
- Built custom marketing page for client within WordPress utilizing HTML, CSS, PHP, and MySQL

Managed IT:

- Provided remote and onsite IT support for a variety of companies in Southern California
- Maintained Cloud and local Back-Up plans
- Managed Active Directory for clients on local domain controllers and Office 365 servers
- Set-Up and deployed servers, workstations, network devices and other hardware for clients

IT Support Analyst

Dec 2017 – Dec 2018

CNS Computer Network Support and Services – Burbank, CA

While at CNS, I was contracted out to Penske Motor Group and worked on the Help Desk Team. I provided IT support to end-users for Penske's 2 on-site, and 2 remote locations. While there, I was gained exposure to many different aspects of their IT infrastructure in both hardware and software.

- Field incoming Help Desk requests from end users via telephone and email
- Used Help Desk ticketing system to record, track and document support requests
- Prepared and configured new desktops and laptops by installing OS, updates, software, and anti-virus
- Provided Support to Senior Network Engineer and Senior Systems Engineer

Temporary Staffing Contractor

Jun 2016 – Apr 2017

Robert Half Staffing – Santa Barbara & Orange County, CA

- Supported HR, Business Intelligence, Accounting, and Special Projects departments
- Responsible for sourcing and reviewing new candidates for 150+ job requisitions across CA, NV and AZ
- Completed reconciliation of 2 years+ of transactions in multiple foreign and domestic accounts in 3 days
- Manually updated over 2,000 client accounts in new CRM system over a 2-week period.
- Updated product specifications in custom-logic database for E-commerce website
- Worked on assignments for Mortgage, Marketing, Special Events, Software and Retail companies

Accounts Payable Associate

Aug 2015 – Mar 2016

Landmark Global - Santa Barbara, CA

- Responsible for complete AP life-cycle, using Landmark's online database for approval and verification
- Utilized Advanced Excel techniques to build recurring reports for facility and regional costs
- Managed the bill approval process, and follow-up with facility and department managers
- Processed a high volume of bills in Domestic and Foreign Currency (CAD, GBP, EUR, NOK, NZD, AUD & SGP)
- Ran weekly payments in paper checks and electronic transfers, averaging 2.5 million USD