Henry Guan

Remote IT Administration

Proactive and detailed IT Technician with 3 years experience in Help Desk Operations and Desktop Support. Experienced with multi-tier support systems, Active Directory, and Service-Now ticketing system.

Work History

2021-05 - Current

IT Technical Support Representative

Panda Restaurant Group, Inc., Panda Express, Rosemead, CA

- Subject Matter Expert (SME) regarding 2 applications used within Panda restaurant environment: Crunchtime - Operations Management and Legion - Labor Management platforms.
- Recognize, document, and track trends within the Crunchtime and Legion platforms to provide support for internal and restaurant level associates.
- Troubleshoot workstation, point of sale, and peripheral devices for hardware and software related issues.
- Escalating technical issues within internal and external teams, including follow up to ensure fulfillment of service level agreements.

2020-11 - 2021-05

Cashier

Belly Bombz, Glendora, CA

- Recommended customers items based on their preferences, tendered and packaged orders.
- Experienced with Grubhub R, Doordash R, and Square Restaurant App.
- Took care of closing duties cleaning, counting and closing register.

2017-09 - 2018-09

IT Support Specialist

Tsunami Collaborations Inc, Merced, CA

- Utilize photoshop and acrobat to create posters, advertisements, and flyers for planned city events.

Contact

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Skills

Help Desk Operations
Excellent

Customer Relations/Service
Very Good

Desktop Support
Very Good

Application support
Very Good

Software

- Service-Now
Excellent

- Microsoft o365 Suite
Excellent

- Installed and setup commercial bluetooth audio speaker system at the Lucky Lotus Bar.
- Volunteer Service at organization events such as Laos New Year, Downtown Merced Street Fair, Annual Kid's Day fair, Merced Feast, etc.

2015-11 - Current

Web Developer

Self-Employeed, Los Angeles, CA

- Front-end web development using Wordpress.
- Proficient with Adobe Photoshop, Illustrator, and inDesign.
- Transparent "3-step Process" for clarity to establish better customer driven experience.
- Social Media Presence Management (Search engine optimization on multiple engines, Social media advertisements, social media management)

2015-11 - 2016-08

Remote IT Support

VistaIT Infotech, Temple City, CA

Employed as Remote IT Support and warehouse manager.

- In charge of processing RMA's, updating, stocking, and digitalizing inventory with excel.
- Diagnose technical issues from clients and utilized TeamViewer to support.

Education

2015-08 - 2020-05

Bachelor of Science: Cognitive Science

University of California, Merced - Merced, CA

- Publicist for Vietnamese Student Association of UCM in 2017.
- President of Quest to Quit Club in 2016.

Certifications

2020-12   Google IT Support Specialization - WY38DR95GX4W

2015-05   VistaIT A+ Certification Course

- Microsoft RDP/Dameware /Teamviewer

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- Legion Workforce Engagement

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- Crunchtime Operations Management

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- Interaction Desktop

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