Thi Chau

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Computer technician with over 10 years of experience troubleshooting, repairing, and configuring PCs, providing great customer support and solutions to a high standard of technical expertise and performance.

**CERTIFICATIONS**

* CompTIA Security+
* CompTIA Network+
* CompTIA A+
* Microsoft MTA (Microsoft Technology Associate)

**TECHNICAL SKILLS**

* Client configuration, administration, and network access in a Microsoft environment
* PC troubleshooting and repairing various personal computers
* Active Directory, ServiceNow, Adobe admin console, Bomgar software, VMware’s vSphere, and MS Azure
* Microsoft Windows 7, 8, 10 and Apple OSX operating systems

**CLEARANCE**

Public trust

**EXPERIENCE**

**GDIT, OCCS (Office of Computer and Communications Systems) at the National Library of Medicine (NLM) at National Institutes of Health (NIH), 2018-Present**

Help Desk Technician III

* Work with a team to support NLM staff on-site desk side, remotely with Bomgar, and over the phone providing solutions and recommendations for users and more dedicated hands on support for VIP executive staff when needed
* Disconnects and reconnects computers to the NLM network/domain
* Complete service repairs and requests tickets through ServiceNow, updating ticket notes during repairs. If team lead is away, I’m given team lead access as back up to review incoming ServiceNow incident tickets and assign them to fellow technicians
* Perform user profile data back and transfers per request
* Deploy new PCs to end users cubicles connecting them to the NLM network and configure computer peripherals as needed – e.g. monitors, keyboards, mice, Personal Identity Verification (PIV) card readers, docking stations, and printers
* Update PIV certificates on GFE (Government furnished Equipment) PCs or add users to the NIH VDI (virtual desktop infrastructure) group for those with Macs or POE (personally owned equipment) to connect to the NIH Virtual Machine PC for PIV certificate updates
* Perform hardware diagnostics for PC equipment, as needed, and work with Dell support for hardware repairs covered under Dell’s warranty
* Perform software installations, upgrade and troubleshooting of Windows operating systems, NLM applications, and commercial off-the shelf (COTS) software, such as Microsoft Office (Outlook, Word, Excel, PowerPoint, etc.), Video Conferencing (Zoom/WebEx/Teams) web browsers Internet Explorer, Google Chrome, and Firefox
* Work with Altiris, a Symantec management platform, to provide NLM PCs a list of standard approved software installations remotely, both enterprise and COTS software; image new desktop and laptops, or re-image current PCs as needed – as well as verify if a computer asset is online and connected to the network
* Using Active Directory, creates and/or move users’ computers to the proper Organization Unit to enable proper rights and polices for network domain access
* Track inventory of hardware assets of desktop and laptops loaned out and returned from end users
* Set up Government Furnished Equipment (GFE) cell phones with MobileIron mobile device management software
* Admin access to Adobe Console to verify and add users with their properly assigned Adobe Creative Cloud software licenses (Acrobat, Photoshop, Dreamweaver, Lightroom, etc.), and work with Adobe vendor technical support whe Adobe app issues arise
* Help create and update technical troubleshooting, installation, and configuration documentation for various software for the team
* Configured and re-setup Scalaplayer PC monitor displays
* VMWare vSphere access to create new Windows 10 virtual machines for production when requested
* Currently working with MS Azure to build new Windows 10 virtual machines for pilot testing

**Geek Squad, 2014 – 2017**

Remote Desktop Support

* Daily use of a Virtual Private Network (VPN) connected multi-monitor workstation to provide remote technical support for simultaneous multiple clients and their needs with regards to desktop, laptop, and tablet computing support; communicated through chat remote software or over the phone as needed
* Installed security software, software updates; Windows patches, and set up various peripherals (card readers, scanners, printers, mobile devices, etc.)
* Created new user accounts – adding or removing passwords as needed
* Resolve issues with modems and wireless routers
* Performed hardware and software diagnoses, malware checks and removals, OS repair, PC patches, and asset management
* Installed, set up, and troubleshoot printers and scanners for wired and wireless network setups
* Configured and troubleshoot COTS software – such as Microsoft Office 2016 suite (Word, Excel, and PowerPoint; antivirus, and web browsers (Internet Explorer, Google Chrome, and Firefox)
* Removed issues in various email applications (Outlook, Windows Live Mail, Thunderbird, etc.)
* Provided end users with documentation of completed service and repairs with recommendations
* Escalated incidents in accordance with Standard Operating Procedures (SOP)

**Geek Squad, 2013 – 2014**

Advance Repair Agent

* Maintained a workbench queue of 20-plus computers on average per day of PCs, laptops, and Macs with a team of technicians – training new technicians as needed; noting proper documentation of work performed on units and contacted customers over the phone to update the status of their repairs
* Performed software and OS installation of PC parts and peripherals (hard drive, memory, video cards, printers, etc.); performed hardware desktop and laptop dissembles rebuilds if needed
* Performed hard drive reimaging and data back up and transfers
* Set up, upgraded, and troubleshoot Android and iOS mobile devise such as phones or tablets
* Repaired broken iPhone screens
* Replaced laptop screens
* Completed and closed open tickets up final work performed on a pc

**Geek Squad, 2008 – 2013**

Customer Assistant and Repair Technician

* Checked in PCs from customers, troubleshoot the initial problems, and created tickets detailing issues that need to be resolved
* Performed virus removals and repairs
* Performed software installations and PC tune-ups to make sure that the OS (Windows XP, Vista, 7, 8, and OSX) patches were up to date
* Installed and diagnosed off the self PC hardware parts, such had hard driven and RAM which were often the cause of hardware related bluescreen failure
* Ordered, installed, and shipped PC hardware computer components that were covered under warranties
* Assisted customers with potential PC and parts purchases regarding recommendations in PC sales