Quoc Tran

Arlington, VA 22202 ▪ quocqtran@gmail.com ▪ 484.744.9457 ▪ linkedin.com/in/quocqtran ▪ quocquoc.com

IT Professional with 5+ years of experience in technical support, system administration, and endpoint management. Skilled in Active Directory user provisioning, endpoint configuration, and IT Security. Proven ability to troubleshoot complex issues, enhance system efficiency, and ensure compliance with IT best practices.

WORK EXPERIENCE

Save The Children   **Washington, DC**
Technical Support Specialist   May 2023 – Present

- Primary technical support agent for the DC office and handle escalated incidents for remote users
- Utilize Cayosoft for active directory user provisioning, group management and password resets
- Enroll and manage endpoints in Microsoft Intune ensuring compliance with security policies
- Collaborate with network engineers to test and optimize Windows Autopilot for endpoint imaging
- Identified and remediated a security risk where ManageEngine was not installing on newly configured laptops, ensuring full compliance and endpoint protection
- Assisted in the transition from ServiceNow to Jira Service Management by testing workflows, validating system functionality, and providing feedback that improved ticketing efficiency and user adoption

Vanguard   **Malvern, PA**
Technology Engineer Contractor   May 2021 – May 2023

- Configured, tested, and deployed endpoints while verifying software installation and system performance
- Maintained accurate asset tracking using ServiceNow, ensuring proper lifecycle management
- Assisted in large-scale desktop deployment projects, setting up contingency sites to minimize downtime

Toll Brothers   **Fort Washington, PA**
IT Support Technician   October 2020 – May 2021

- Provided Tier 2 IT support for enterprise applications, desktops, mobile devices, and printers
- Developed knowledge base articles in ServiceNow, reducing ticket volume and improving Tier 0 support
- Resolved Okta single sign-on authentication issues enhancing user efficiency
- Utilized Cisco Meraki Dashboard for remote device monitoring and security management

La Salle University IT   **Philadelphia, PA**
Student Help Desk Technician   September 2016 – May 2020

- Served as initial IT support contact, assisting students, faculty, and staff with technical troubleshooting
- Diagnosed and resolved network connectivity issues across Windows, macOS, and mobile devices
- Conducted Ethernet port inspections using cable testers to ensure campus-wide network access

EDUCATION

La Salle University   **Philadelphia, PA**
Bachelor of Arts in Computer Science, Minor in Management & Leadership   August 2020

TECHNICAL SKILLS

- ServiceNow; JIRA, SCCM; Okta; Active Directory; JAMF; Microsoft Intune; Microsoft Entra (Azure AD); Cayosoft; Microsoft Office; SQL; HTML; (S)CSS; JavaScript; Java; Git; Visual Studio Code; Agile Methodology