

# Chan Nguyen

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## EDUCATION

**Central Connecticut State University**, New Britain, CT

Bachelor of Science in Computer Science Alternative

5/2024

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## TECHNICAL SKILLS

Java, Mitel, Windows OS, Office 365: Word, Excel, PowerPoint, Outlook, VPN, Active Directory, Citrix

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## RELEVANT COURSES

Systems Programming

Discrete Mathematics for Computer Science

Assembly Language Programming

Computer Architecture

Digital System Designs

Computer Architecture

Programming Languages

Secure Software Designs

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## ACADEMIC PROJECTS

### Book Selection Program

Computer Science 1

4/2020 - 5/2020

- Created Java program which received user input number and character, then printed book similar to input from book selections located in library.
- Created multiple classes and utilized the array list for the program.

### Binary Tree Program

Data and File Structure

4/2022 - 5/2022

- Created Java program which took fully parenthesized, arithmetic expression as input and converted it to binary expression tree.
- Created multiple classes and case breaks as well as utilized scanner class for the program.

### Web Crawler Program

Secure Software Design

11/2022 - 12/2022

- Created Java program which browses a selected website and converts collected information into a CSV file for usage.
  - Created multiple classes that collected select data and formatted information for simple use.
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## WORK EXPERIENCE

**Connecticut Communications**, Durham, CT

7/2021 - 8/2021

IT Intern

- Performed IT hardware setups and upgrades.
- Provided IT customer service as well as completed/updated work order tickets using Mitel.
- Managed warehouse inventory and staging of communication equipment.

**Global Help Desk Services Inc., Rocky Hill, CT**

8/2022-Present

IT Support - Help Desk

- Resolving support issues to decrease downtime for customer
- Maintaining knowledge of industry trends and support best practices
- Created and modified Active Directory template user accounts to hold various properties.
- Maintained accurate records of all support tickets and documented troubleshooting steps and resolutions.
- Provided technical support to end-users through phone and remote assistance, resolving software and hardware issues.
- Managed Active Directory accounts, including password resets, and group policy management.
- Conducted regular system maintenance, such as updates, backups, and antivirus scans.
- Conducted troubleshooting with applications including Office 365 products
- Collaborated with other IT team members to escalate complex issues and ensure prompt resolution.
- Assisted users in setting up email accounts, VPN connections, and printer configurations.
- Assisted users with Microsoft Office applications, including troubleshooting and providing guidance on usage.