Gordon Luu

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EDUCATION

The University of Texas at Arlington | Arlington, TX   August 2017 – December 2021
Bachelor of Science in Information Systems

EXPERIENCE

U.S. Dermatology Partners | Dallas, TX   February 2022 – Present
IT Support Analyst, April 2024 – Present
- Configure Raspberry Pi's into localized print servers
- Create automation scripts using Powershell to improve workflow

IT Support Specialist, February 2022 – April 2024

- Provide technical assistances to over 1,000+ employees in a virtual environment
- Administered users accounts, emails, and Office 365 licenses
- Set up new hires with the proper credentials and devices
- Maintain 3CX phone systems all throughout the company

Six Flags Over Texas | Arlington, TX   July 2020 – March 2022
IT Support Technician

- Provide help desk assistance to over 500+ employees and clients
- Troubleshoot and repair various technological hardware, software, and network issues on a day to day bases
- Managed ticketing queue within Solarwinds and ensured support ticket SLAs are tracked until completion
- Maintain inventory database for all equipment facilitated by IT department

Quiktrip | DFW Metroplex, TX   May 2016 – June 2021
Part Time Store Clerk BLERP

- Assist stores within the DFW metroplex
- Provide exceptional customer service to guests

SKILLS

- Proficient in troubleshooting, hardware installation, software installation
- Knowledgeable with Cisco Switches/AP's, POS, VoIP, DNS, DHCP/Static, AV
- Familiar with HTML, CSS, JavaScript, SAP, Tableau, TCP/IP, GPO
- English (Native), Vietnamese (Native)

TOOLS & TECHNOLOGIES

- **Applications:** Office 365 Admin, Solarwinds, SCCM, MDT, RMM, Active Directory, Putty, Remote Desktop Connection, VMWare, 3CX, Five9
- **Platforms:** Windows 7 & 10, iOS, Android, WYSE Thin OS Clients
- **Certifications:** Google IT Support (03/2020)