

# RICKY NGUYEN

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## Professional Summary

IT Specialist experienced in technical support along with oversight of operations, infrastructure maintenance, technology deployment and security services. Known to be a quick learner on the job with the capability of handling multiple projects and tasks resulting in high quality of delivery. Sights are always on learning and development.

## Education

### Bachelor of Science: Rehabilitation Science

May 2019

George Mason University

Fairfax, VA

- Coursework in Rehabilitation Science, Health, Psychology, and Research
- Filipino Cultural Association, Director of Fundraising & Multimedia

## Work History

### Jr. IT Support Specialist

Feb 2023 - Current

ShiftMed

McLean, VA

- Onboard new hires with creation of accounts with proper permissions, device deployment, and informational IT orientation.
- Assisting in development and implementation of new technology services for company.
- Triage break-fix issues for all technology based complications within company.

### Associate IT Specialist/Help Desk Manager, Jr.

Sep 2020 - Feb 2023

MicroHealth LLC

Vienna, VA

- Lead Help Desk operations by facilitating, training, and supporting help desk representatives
- Appointed Site IT Lead for D.C branch, managing all IT related projects and operations for location
- Assisted in managing Information Technology Change Control Board
- Global Administrator for Microsoft 365
- Apprenticed Endpoint Management, Active Directory, and Security Team on tasks and projects.
- Supported other various IT projects (network changes, security configurations, infrastructure upgrades)
- Managed daily IT operational tasks with service team

## Certifications

- CompTIA A+
- ITIL 4 Foundation Certification Training Course from Simplilearn

## **Clearance**

- Active Secret Clearance since December 2022 from DOD

## **Skills**

- Technology hardware and software installation, configuration and troubleshooting
- Asset Management and Documentation
- MS Office Suite and Google Suite
- Microsoft Administration (365, Azure AD, Endpoint Manager, Exchange, etc.)
- Atlassian Administration (JIRA and Confluence)
- Collaboration application administration (Teams, Slack, Ring Central)