

Trong Dao

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TECHNICAL COMPETENCIES

PC, Laptop & Peripheral Setup/Deployment | Hardware Diagnostics & Component Replacement | First- and Second-Level Troubleshooting | Printer, Scanner & Copier Maintenance | Google Workspace & Microsoft Office Support | Asset Tagging, Inventory & Tracking Systems | Ticketing/Work Order Documentation | User Training & Technical Documentation | IP Phone Setup & Connectivity Troubleshooting | Bilingual: English & Vietnamese

PROFESSIONAL EXPERIENCE

Rowland Unified School District

Office Assistant

Rowland Heights, CA

May 2025 - Present

- Provide first and second-level technical support to department staff in a public school district setting; troubleshoot Google Workspace issues (Gmail, Docs, Sheets), diagnose PC and peripheral problems, and escalate complex issues to the district IT team for resolution.
- Diagnose and resolve printer and scanner hardware issues including ADF feeder jams, drum and toner replacements, and connectivity errors; perform routine maintenance on office equipment to minimize downtime for end users.
- Monitor warehouse inventory levels, verify equipment condition on incoming deliveries, and document discrepancies for follow-up; report supply shortages and coordinate reordering with the purchasing supervisor.
- Process requisitions, purchase orders, and vendor invoices through the SmarteTools system; maintain organized documentation for vendor compliance, including contract renewals and W-9 records.

Fancy Nails

Office Treasury

La Mirada, CA

Oct 2021 - Present

- Independently manage business operations including budget oversight, expense tracking, payroll for three employees, and recordkeeping for tax compliance and reporting.
- Maintain current business permits and licenses; address customer concerns with professionalism and clear communication across a diverse community.
- Source and compare pricing across vendors and negotiate cost, quality, and delivery terms to support efficient operations.

Laserfiche

Junior Web Developer

Long Beach, CA

Oct 2021 - Mar 2023

- Provided technical support to internal sales and digital teams via phone, email, and collaboration platforms, diagnosing and resolving software and system usability issues with a strong customer service orientation.
- Created clear, accurate technical documentation and led structured user training sessions on the Laserfiche document management system and database tools, supporting consistent staff onboarding and self-service troubleshooting.
- Maintained web platforms used by 10,000+ daily users; monitored performance with Google Analytics and Lighthouse, debugged front-end issues, and built features with JavaScript and CSS to improve reliability and user experience.
- Managed daily tasks and project timelines through Azure DevOps and Monday.com, prioritizing work items, tracking ticket resolution, and keeping development sprints on schedule.

InnerVision Technology

Field Technician

Long Beach, CA

May 2017 - Mar 2018

- Performed on-site setup, deployment, and configuration of PC systems, laptops, printers, and peripheral equipment for diverse corporate clients, including establishing connectivity for hardware and devices to client networks.
- Provided hands-on technical support and troubleshooting for high-profile corporate clients, diagnosing hardware malfunctions, replacing components, performing minor maintenance and repairs, and coordinating major repairs with vendors.
- Assisted with installation and cabling of IP phone systems at client sites and troubleshoot connectivity issues to restore service.
- Coordinated with supervisors and clients to confirm site requirements and floor plans, managed scheduling and logistics for on-site deployments, and performed post-setup quality checks to ensure projects were completed accurately and on time.
- Maintained accurate service documentation and asset records, communicating clearly with non-technical end users to identify needs and resolve issues.

EDUCATION

Southern New Hampshire University

Bachelor Degree of Computer Science

Manchester, NH

Feb 2019 - Jul 2021

Golden West College

Associate Art of Literature Art and Math

Huntington Beach, CA

Aug 2014 - Jun 2018

Google IT Support Professional Certificate

Coursea

IT Security, Operating Systems, Technical Support Fundamentals, System Administration, and Computer Networking

TECHNICAL SKILLS & TOOLS

Hardware & Peripherals: PC and laptop setup, component replacement, printer/scanner/copier diagnostics and maintenance, peripheral configuration (monitors, phones, projection equipment), cable management, asset tagging.

Operating Systems & Software: Windows, Linux; Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), Google Workspace (Gmail, Docs, Sheets, Drive), WordPress, Laserfiche document management.

Systems & Tools: SQL and database management, AWS, Azure DevOps, Monday.com, content management systems, ticketing and work order tracking, SmarteTools financial system.

Languages: Bilingual (English and Vietnamese)