



# PHI VU

## IT EXECUTIVE

### CAREER ASPIRATION

I aspire to develop myself in providing services for internal customers in an IT position. In my next position, I expect to be able to apply the knowledge and experience I have gained in information technology to work and contribute to the company. Meanwhile, I can continue to explore and learn new knowledge and skills at work to become a professional IT specialist.

### CONTACT

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### TECHNICAL SKILLS

- Computer system set up and maintenance
- Ability to set up internet connection
- Ability to maintain computer systems
- Ability to maintain user PCs, including upgrades and configuration as needed.
- Configuration Router Basic
- Deive Firewall PFsense : Configuration Basic (Capitive portal, Rules)
- OS (Windows, Linux)

### SOFT SKILLS

- Collaboration in team to drive team results
- Communication with customers and colleagues effectively
- Proactive problem solving to handle work issues and provide values to colleagues, customers
- Willingness to learn new skills, knowledge to meet work demands and continuously develop own capabilities

### WORK EXPERIENCE

#### ORDERS CLERK

Sasco | Mar 2020 - May 2021 | Temporary position

- Receive and process orders within the day, confirm the notification, ensure that the department has all the required information of customers and airlines.
- Act as hotline representative to receive and process all requested information of customers, airlines.
- Monitor the quantity of meals, track inventory, summarize and report data to the functional department.
- Record and report the opinions of customers and airlines arising in the process of providing services and propose solutions.
- Report problems arising during the shift.

#### IT HELPDESK

ITD | Jan 2019 - Feb 2020

- Perform tollbooth and surveillance camera system maintenance for:
  - Tan Son Nhat airport
  - Becamex Binh Duong
  - Long Thanh Dau Giay tollbooth
  - Cat Lai customs
  - Vict customs
- Deliver customer services and act as hotline representative to support customers in handling system issues

### EDUCATION

#### NETWORK SECURITY

FPT | 2022-Current

#### BACHELOR OF COMMERCIAL ENGLISH

Hutech University | 2014 - 2018

#### CCNA CERTIFICATE

Nhat Nghe Education JSC | 02-2019