



PROFILE

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 Hoi An, Da Nang

SOFT SKILLS

- Troubleshooting & Problem Solving
- Communication & User Support
- Team Collaboration
- Task Management
- Adaptability & Continuous Learning

TECHNICAL SKILLS

Infrastructure & Networking

- LAN/Wi-Fi Troubleshooting
- TCP/IP, DHCP, DNS
- VLAN Fundamentals
- PoE Switching
- RJ45 Cabling (T568B)
- Cable Testing & Diagnostics
- IPTV Support

IT Support

- Windows 10/11
- Printer & POS Support
- IP Phone Configuration
- CCTV Systems
- Smart TV & Projector Support
- User Account Setup
- Remote Support

Systems & Monitoring

- Basic Windows Server Administration
- Uptime Kuma Monitoring
- MC / Cadena / Doorlock Systems
- Time Attendance Device Configuration

Development Knowledge

- Java (OOP, JDBC)
- SQL Server / MySQL

Vo Van Khoa

IT OFFICER

Professional Summary

Software Engineering graduate from the University of Greenwich with experience in IT support and basic network troubleshooting. Familiar with LAN/Wi-Fi, TCP/IP, DHCP, DNS, Windows systems, and IT equipment setup. Currently expanding my knowledge of Windows and Linux Server, CCNA and AWS cloud technologies while improving my English communication skills. Eager to learn, develop technical skills, and contribute as an IT Support Engineer.

Education

Software Engineer // Sep 2019 - Apr 2024

University of Greenwich

Bachelor's Degree in Software Engineering

Work experience

Meliá Danang Beach Resort // Mar 2026 - Sep 2026

IT Officer

- Provided end-user technical support for hardware, software, and Windows systems.
- Troubleshoot LAN/Wi-Fi connectivity issues involving TCP/IP, DHCP, DNS, and user access.
- Installed and maintained IP phones, CCTV, Wi-Fi access points, printers, Smart TVs, projectors, and PoE switches.
- Configured end-user computers, domain join, user accounts, and IPv4 settings.
- Performed hardware maintenance, basic server monitoring, and monitored system availability using Uptime Kuma.
- Supported hotel operational systems (MC, Cadena, Doorlock) and IT setup for events.

Quoc Quang Electrical Company Limited (GGEC) // Dec 2024 - Jan 2026

Audio Maintenance and Testing Technician

- Performed diagnostics, maintenance, and component replacement for audio devices
- Conducted audio quality measurements and hardware testing
- Assisted engineers in troubleshooting and validating testing procedures
- Maintained testing documentation and inventory records

FPT Software Company // Jul 2024 - Sep 2024

Backend Java Intern

- Developed a small-scale summer activity registration system for parents and staff
- Built database connectivity using JDBC and Microsoft SQL Server
- Applied OOP concepts for controller and data management
- Implemented basic exception handling for SQL operations
- **Technologies:** Java, JDBC, SQL Server

DevPlus Software Company // Feb 2024 - Apr 2024

- HTML, CSS, JavaScript
- React.js / Vue.js
- Laravel RESTful API
- Agile/Scrum & Jira

IT Training Internship

- Developed an Employee Management and Project Tracking web application
- Worked in Agile/Scrum environment using Jira
- Built Single Page Application (SPA) interfaces using React.js
- **Technologies:** React.js, JavaScript, Bootstrap, Ant Design, Jira

 **University of Greenwich** // Sep 2023 - Dec 2023

Graduation Project – E-commerce Website

- Developed an e-commerce platform for electronic products
- Implemented user account, order, and dashboard management features
- Integrated Google and PayPal services
- Built RESTful APIs with Laravel framework
- **Technologies:** Vue.js, Laravel, MySQL, OAuth, RESTful API

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