Triet Phan

Senior Service Desk Engineer

About me

I am a Senior Service Desk Engineer with six years of experience in Service Desk operation following ITIL process and database management. I have strong analytical skill as well as good teamwork ability with eyes for detail.

Skills

★ SQL Server, Oracle SQL

★ PowerBI

★ ServiceNow

★ Leadership

★ Powershell

Language

- English
- Vietnamese

Contact

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📍 Nha Be, Ho Chi Minh city

Education

BACHELOR OF COMPUTER SCIENCE & ENGINEERING

2012 - 2017 | International University - Vietnam National University

- Major in Network Engineering

Work experience

Now — **Manufacturing Service Desk Engineer**
Intel Products Vietnam

2022 - Now — **Report Manager**
- Facilitate internal reports in real-time to keep track of global team statistics (80 members) and performance.
- Ensure data integrity with technology PowerBI, SQL Server.

2021 — **Service Desk Shift Lead**
- Lead and rotate with shift members.
- Achieve committed KPIs: 276 tickets with 94.8% success rate under 30 minutes SLA in Q1-2023.

2020 — **Autonomous Operator**
- Automated internal tasks: smart and automatic troubleshoot implemented with Powershell to save in daily operation.

2017 - 2019 — **Junior Service Desk Engineer**
- Worked in factory operation on daily basis.
- Resolved IT incidents escalated directly by users with advanced troubleshooting application following ITIL process.

03/2017 - 05/2017 — **IT Help Desk**
Center of Information Services (International University)
- Supporting and solving problems on computer's hardware, software and network.
- Installing, updating software to ensure staff's computers security.
- Setting up and upgrading Wi-Fi system for the university.
- Installing virtual server for school's SAT entrance test grading.

2016 – 2017

Web Developer

School Library - International University

- Developing website for library by using Drupal CMS.
- Managing and updating website's modules.
- Maintaining and fixing errors.
- Supporting other computer related problems for library staffs.

06/2015 – 12/2015

Intern Front end Developer

Vinh Sang Limited Company

- Providing solution on web interface design.
- Developing front end components of the website.

2016 – 2017

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- Developing website for library by using Drupal CMS.
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