

Andrew Tran

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PROFESSIONAL SUMMARY

A dedicated and results-oriented professional with a strong background in customer service, data-driven decision-making, and conflict resolution. Proven ability to enhance customer satisfaction through effective communication and problem-solving skills. Adept at leveraging data analytics to inform strategic decisions and drive business improvements. Experienced in managing and resolving conflicts to maintain a positive and productive work environment.

TECHNICAL SKILLS

Platforms: Windows 10/11, Ubuntu, Linux

Networking: TCP/IP and VLAN Configuration

Languages: Java, Python, SQL

Databases: MySQL

Tools: Amazon Web Services (Amazon AWS), Chrome Remote Desktop, Gantt charts, Microsoft Hyper-V, Microsoft MS Excel, Microsoft MS PowerPoint, Microsoft MS Project, Microsoft MS Word, Microsoft Office 365, Microsoft Windows Server, Remote Desktop Services (RDS), Terminus Secure Shell SSH, Tripwire, Troubleshooting, Virtualization (Virtual Machines – VM), VMware, Windows Desktop/Server Services, Wireshark

EDUCATION AND CERTIFICATIONS

Master of Science in Information Technology, Southern New Hampshire University Expected: 04/2027

- **Concentration:** Information Security
- GPA: 4.0
- **Coursework:** Advanced Information Technology, Object-Oriented Application Development, Technical Communications

Bachelor of Science in Information Technologies, Southern New Hampshire University 09/2024

- GPA: 4.0, Honor's List, Alpha Sigma Lambda
- **Coursework:** IT Operations and Systems Planning, User-Centered Systems Design and Evaluation Cross-Platform Technologies, Web-Oriented Services

Certificates:

- [Microsoft IT Support Specialist Professional Certificate](#) – 09/2024
- [IBM IT Support Professional Certificate](#) - 04/2024
- [Google IT Support Professional Certificate](#) - 09/2022
- [Google IT Automation with Python Professional Certificate](#) - 08/2022

Associate of Applied Science in Computer Information Technology, Delgado Community College 12/2022

- **Concentration:** Information Security/Assurance
- GPA: 3.59, Honor Graduate, Dean's List, Phi Theta Kappa
- **Coursework:** Java Programming I, Network Design, Linux Systems Fundamentals, Fundamentals of Information Technology & Systems, Web Foundations I, Network System Basics, Agile Project Management
- Career & Technical Certificate (C.T.C) Application Programming – 12/2022
- Career & Technical Certificate (C.T.C) Information Security/Assurance – 12/2022
- Career & Technical Certificate (C.T.C) Cloud Computing – 12/2021

PROFESSIONAL EXPERIENCE

Correctional Officer, Jefferson Parish Sheriff's Office, Harvey, Louisiana 2020

- Comprehensively maintained the activity logbook, documenting all activities, incidents, and emergencies within the pod/tier. Ensured precise and timely record-keeping to support facility operations, enhance safety protocols, comply with regulatory standards, facilitate incident investigations, resolve conflicts, and develop preventative measures. Demonstrated keen attention to detail and strong organizational skills, contributing to the overall safety and efficiency of the correctional facility.
- Ensured Facility Safety and Security: Maintained order and security within the correctional facility by providing care, custody, and control of supervised incarcerated individuals.

- **Monitored Inmate Housing:** Efficiently operated inmate pods/tiers, logging daily activities and major disturbances for Disciplinary Action Reports (DAR), contributing to a secure and organized environment.
- **Conflict Resolution:** Proactively resolved conflicts between inmates, promoting a safe atmosphere and preventing escalation of incidents.
- **Supervised Multiple Inmates:** Oversaw groups of incarcerated individuals, ensuring compliance with facility regulations while fostering a controlled and disciplined setting.

MET/MEA Merchandising Execution Team Associate, Home Depot, Garland, Texas 2016 – 2019

- **Inventory Management Systems Expertise:** Proficient in utilizing Inventory Management Systems (IMS) to effectively manage inventory control, conduct on-hand adjustments, execute clearances, and implement markdowns.
- **Customer Service Excellence:** Committed to delivering exceptional customer service to drive sales and enhance customer satisfaction.
- **Vendor Operations Support:** Skilled in performing general bay service to support vendor operations, including stocking and displaying products efficiently.
- **Planogram Implementation:** Expert in setting and verifying planograms with meticulous attention to detail, ensuring full compliance with vendor display requirements to enhance product engagement and boost sales.
- **Team Training and Development:** Experienced in training and onboarding new hires and associates, fostering a productive and collaborative team environment.
- **Sales Data Analysis:** Possesses the ability to analyze sales data to identify trends and optimize product placement strategies.
- **Marketing and Promotions:** Knowledgeable in executing marketing campaigns and promotional events to increase brand visibility and drive foot traffic.