

Christopher Tran

IT Professional with a Proven Track Record in IT Support and Network Management

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Summary

Dynamic and self-motivated Network Engineer with 5 years of IT expertise and 2 years of team leadership experience. Adept at network administration, design, and deployment, as well as customer service support, asset management, mobile device management (MDM), and 24/7 on-call responsibilities. Proficient in providing technical support, overseeing network operations, and managing enterprise-wide area networks. Demonstrated ability to optimize network performance, enhance security protocols, and implement innovative solutions to drive operational efficiency. Skilled in collaborating with cross-functional teams, leveraging advanced technologies, and delivering exceptional results in fast-paced environments.

Experience

Auto-Chlor System

2022 - Present

Junior Network Engineer

Mountain View, CA

Delivering support to end users by resolving operational issues promptly through phone calls, emails and tickets. Proficient in OS patching, remote network troubleshooting, mobile device management, and hybrid AD user account maintenance. Experience with providing 24/7/365 on-call support rotations. Knowledgeable in Microsoft Windows AD, PowerShell, Bash, TCP/IP, VPN, and RDP. Well versed with FORTINET network equipment. Collaborates with Senior Network Engineers on system architecture and Software Engineers to assist with software testing.

Microsoft

2022

Data Center Asset Technician

Santa Clara, CA

Efficiently completed assigned tickets in accordance with KPIs and SLAs. Collaborated with other technicians to report and escalate incidents to Microsoft data center operations management. Actively participated in issue tracking and sought guidance from experienced technicians for timely issue resolution. Maintained compliance with safety, security, and data management procedures. Fostered a positive team environment through effective communication, active participation in team meetings, and collaboration with colleagues.

Santa Clara County

2020 - 2022

Associate IT Service Desk Specialist

San Jose, CA

Managed configuration of election software on a large quantity of iPads utilized by the Registrar of Voters for the electronic poll book system. Ensured proper loading of voter information files, seamless pairing of associated Bluetooth printers, and consolidation of necessary peripherals for shipping to over 100 voting centers countywide. Played a key role in individually certifying the functionality of 1,200 e-poll books (iPads) alongside the team. Provided on-site technical support and user training at various vote centers throughout the county.

Amazon Prime Now

2018 - 2020

Problem Solver

Palo Alto, CA

Managed daily operations, including prioritizing time-sensitive orders, coordinating staffing with Area Manager, and providing support to coworkers. Thrived in a fast-paced, dynamic environment at Amazon, adept at adapting to shifting priorities and implementing innovative solutions to optimize fulfillment center efficiency. Committed to long hours, consistently working over 50 hours per week, including weekends, with 10-hour shifts.

Education

Western Governors University	2025 - Present	University of California, San Diego	2015 - 2018	Foothill College	2013 - 2015
Information Technology Management	Master of Science	Mathematics-Computer Science	Bachelor of Science	Computer Science	Associate in Science

Skills

Attention-to-detail	Quick learner	Team player
Executive Support	24/7 On-Call Support Rotation	Microsoft 365 Administration

Certifications

A+ CompTIA	April 2025	ITIL 4 Foundation PeopleCert	January 2025	Google IT Support Coursera	June 2022
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