



Duc Su

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OBJECTIVE

Energetic professional with a Bachelor of Science degree in Network and Communications Management. 12 years of technical experience in copper and fiber medium installation and 3 years in Computer Information System. Proven ability to utilize technology to improve efficiency and streamline operations. Quick learner with the ability to thrive and excel in new environments.

QUALIFICATION HIGHLIGHTS

- 12 years of technical experience with copper, fiber, and coaxial cable installation.
- Knowledge and success in network development including design, review, implementation, documentation, testing, and release.
- Built, maintained, and repaired computer systems to improve speed, reliability, and efficiency of operation.
- Assigned user accounts and granted permissions to shared resources. Assured senior management of data protection by demonstrating permission settings.
- Solid interpersonal skills providing service to internal and external clients, exceeding expectations in every endeavor.

TECHNICAL EXPERTISE

- **Platforms:** Windows 9X, NT 4.0 Workstation, 2000 Professional, XP Pro, Windows NT 4.0 Server, Windows 2000 Server and Advance Server, Windows 2003 Enterprise Server, Mandrake Linux 9.0
- **Servers:** Microsoft IIS 4.0, 5.0, Apache
- **Software:** PC Anywhere, VNC, DNS2go
- **Additional:** DHCP, DNS, WINS, SMTP/POP, Firewalls, HTTP, HTTPS, FTP, Active Directories
- **Tool:** MS Office (Excel, Word, Project, Outlook, PowerPoint, Visio)

EDUCATION

DeVry University, Pomona, California

Bachelor of Science in Network and Communications Management
GPA: 3.55. Cum Laude Graduated

CLASS PROJECT

Network Administrator Willard Elementary School, Pasadena, CA 2004 - 2004

- Assisted financial and office personnel with hardware and software problems, provided troubleshooting, and owned desktop and network issues to resolution.

- Provided technical assistance to staffs, assisting with network access, printing, and application software operation.
- Performed routine maintenance and user file backups.
- Instructed users on the use of equipment, software, and manuals.

EXPERIENCE

Lead Installer Morrow Meadows Corp, City of Industry, CA 2006 - 2008

- Knowledge of termination on 110 & 66 blocks, cross connections, of CO lines & extensions.
- Installation of telecommunications networks, external raceway, multi-media cable.
- Copper/fiber/coaxial cable testing & documentations.
- Reading of blue prints & network schematics.

Foreman/Fiber Tech Irish Communications Company, Rosemead, CA 2001 - 2006

- Coordinate data and voice communications for domestic and international operations of multi-billion dollar corporation.
- Coordinate labor and equipment resources ensuring all jobs are completed accurately, efficiently, and in a quality manner.
- Extensive knowledge of various testing equipments with emphasis in Fluke, Omni PentaScan, Siecor, and Fujikura.

Field Service Technician Western Digicom Group, Glendale, CA 1997 - 2001

- 3 years of increasing responsibilities in the cabling industry emphasizing on voice, data, coaxial and fiber connectors and fusion splicing installation.
- Performed maintenance of personal computers and peripheral equipment, identifying problems and providing appropriate solutions.
- Increased company revenues by completing service work orders in a timely manner.

CORE COMPETENCIES

- Client Relations
- Team Leadership
- Strategic Planning
- Technical Mentoring

LICENSES/CERTIFICATES

- CompTIA A+ (IT Technician), 2009
Installation, building, repairing, configuration, troubleshooting, and diagnosing PC.
- Voice Data Video Technician, 2008
Certified to work on voice, data, fiber cables and termination jacks
- TS - LAN 200-A, Siecor, 2003
Hands-On Connectorization Course for Multimode and Single-mode Optical Network.
- Bogen Communications, Bogen Communications, 2000
Installation & maintenance wiring
- SYSTIMAX SCS Installation Training Program, Lucent Technologies, 1999
Hands-On Connectorization Course for copper and fiber cable network.
- SYSTIMAX SCS, Lucent Technologies, Design & Engineering Program, 1999
Create real-life detailed project plan with well-defined tasks, milestones, client sign-offs, test cycles, and specifications, which served to communicate project progress to management.