Loc Bui

ITS Field Service II - Projects

loc@lbunix.com • (206) 397-2579
lochbui.com • LinkedIn • Seattle, Wa

SKILLS

- Imaging and configuration
- Windows, Linux, Mac, iOS
- Service Desk Support
- Cherwell Ticketing System
- MECM / SCCM
- Active Directory
- Computer Networking
- Technical Troubleshooting
- Microsoft Office 365
- Workspace ONE
- Customer Service
- Bilingual (Vietnamese & English)

EXPERIENCE

ITS Field Service II - Projects   12/2024 - *Present*

Reliant Group Inc. - SeaTac, WA | SeaTac Int'l Airport

- Alaska Airlines + Hawaiian Airlines IT infrastructure integration
- Alaska Airlines - SeaTac Airport lobby project
    - Automated Bag Drop
    - Bag Tag Station
    - Lobby IT restructure - demo | configuration | setup
    - Digital Signage - Megapixel | EasEScreen
- Network comm room rack transfer and new build
- Continued on-site Break/Fix support

|

ITS Field Service II   10/2023 - *Present*

Reliant Group Inc. - SeaTac, WA | SeaTac Int'l Airport

- On-site IT support for Alaska Airlines | Alaska Campuses & SeaTac Int'l Airport
- Efficient crisis management support by identifying & providing crucial information about operationally impacted flights
- Providing effective solution to time-sensitive user-submitted & spontaneously notified incidents
- Remote Break/Fix
    - Identifying issues & provide troubleshoot support
- Break/Fix
    - Alaska Proprietary equipment & airport common use equipment
    - Workstations - Admin spaces | Lobby podiums | Gate Podiums
    - Dell - Laptops | Desktops
    - Apple devices - iPads | Macbooks
    - Avtec | Unified Comms
    - Displays | Ops Modules
    - Laser/ Ink HP Printers | Zebra Laser Printers | ATP
    - Radios
- New hire configurations
    - Dell - Laptops & admin space workstations/ Desktops
    - Apple - iPad/OS | mPOS
    - Active directory & OU updates/ changes

|

EXPERIENCE

|

IT Support Specialist   08/2023 - *Present*
Reliant Group Inc. - SeaTac, WA | Alaska Airlines Campus

- Break/Fix
  - Laptop workstations | Hardware & network
  - Network troubleshoot support
- New hire configurations
  - Laptop - workstation demo & setup
  - Laptop hardware & software

Information Systems Specialist   11/2022 - 08/2023
LSG Sky Chefs - SeaTac, WA

- Performing entry-level IT duties such as equipment setup, printer mapping, minor printer repairs, troubleshooting company computer hardware and software, etc
- Audit flight data within company's in-house database systems obtained from airlines to comply with their scheduled arrival/ departure & catering
- Utilizing Excel & company software equipment such as CBase in daily operations of production control
- Analyze database to ensure information is correct for airline operations
- Manage and control via MRP with all ECN and ECO maintenance

Customer Experience Specialist - PC & Smart Home   11/2019 - 12/2021
Best Buy - Tukwila, WA

- Drive a positive customer experience by building relationships, exhibiting empathy, and providing solutions to their needs
- Provide curated recommendations of hardware and software based on customer personal requirements and needs
- Engages customers using acquired skills to complete and support the customer experience.

EDUCATION

Current Student
Cisco Academy   Continuing Online Education
Associate Network Admin/ Engineer
CCST & CCNA

Previous Student   01/2019
Seattle Central College   Seattle, WA
Business Technology Management (BTM)
BPM/ BPI, Entrepreneurship, Project Management, Business Analytics Management

Graduated   06/2015
Cleveland STEM High School   Seattle, WA
High School Diploma - Engineering & Design