

# Loc Bui

## ITS Field Service II - Projects

[Email](#) • GV: (206) 880-0555  
[lochbui.com](#) • [LinkedIn](#) • Seattle, Wa

## SKILLS

---

- |                             |                             |                                    |
|-----------------------------|-----------------------------|------------------------------------|
| • Imaging and configuration | • MECM / SCCM               | • Microsoft Office 365             |
| • Windows, Linux, Mac, iOS  | • Active Directory          | • Workspace ONE                    |
| • Service Desk Support      | • Computer Networking       | • Customer Service                 |
| • Cherwell Ticketing System | • Technical Troubleshooting | • 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

|

# Loc Bui

ITS Field Service II - Projects

[Email](#) • GV: (206) 880-0555  
[lochbui.com](#) • [LinkedIn](#) • Seattle, Wa

## 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

Seattle Central College

01/2019

Seattle, WA

*Business Technology Management (BTM)*

BPM/ BPI, Entrepreneurship, Project Management, Business Analytics Management

### Graduated

Cleveland STEM High School

06/2015

Seattle, WA

*High School Diploma - Engineering & Design*