Thomas Pham

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Summary:

Experienced IT professional with over 12+ years in IT support, data analysis, and business intelligence. Proven track record in leading projects, training, and utilizing BI tools to drive operational efficiency and data-driven decision-making.

Education:

Modesto Junior College | 2008 - 2010
- Associate of Science (AS) in Computer Programming
- Computer Programmer Specialist Certificate

Experience:

Amazon, IT Support Tech II (L3, L4 Engineer Incline) | Jan 2022 - Present
- Consistently ranked in the top 10% among peers in a support node of 5 buildings.
- Developed software and Tableau dashboards supporting all field OTS teams in North America, including overtime hours utilization and violations metrics.
- Led training for over 200 IT Managers, Engineers, and Technicians on ERP business functions.
- Created multiple metrics and Tableau dashboards
- Owned and managed the highly utilized ERP wiki pages.
- Coordinated the onboarding and training of 2000+ associates to ERP, resulting in 90% user activity.
- Designed and implemented ETL pipelines to streamline data integration and analysis processes.
- Analyzed and processed unstructured data using Python, aiding in inventory and asset management.

Covenant Care at Home, Field Service Engineer | 2017 - 2022
- Administered Netsmart Homecare/EMR, AD, Citrix, and Shortel VOIP.
- Served as HIPAA Compliance Officer and Facilities Manager.
- Conducted video editing and sound engineering.
- Managed laptop and mobile device repairs.

Central Valley Computer Parts, Marketing Director | 2016 - 2017

- Managed company graphics, website, and marketing materials to enhance brand visibility.
- Optimized website SEO, resulting in a 30% increase in organic traffic and engagement.
- Authored technical journals and created web blogs to educate customers and promote products.
- Developed and implemented targeted marketing campaigns, leading to a 20% increase in sales.
- Analyzed market trends and customer feedback to refine marketing strategies and improve service offerings.

Institute of Technology, Computer Science Instructor | 2015 - 2016
- Certified instructor for Microsoft Software & Systems Academy.
- Taught advanced topics in Linux, Security, and Infrastructure.
- Achieved an 88% student pass rate for CompTIA A+ certification.

Aldelo LP, Lead Support Tech | 2010 - 2015
- Provided diagnostics, problem-solving, and light programming.
- Managed customer and dealer relations and provided remote support.
- Led project management and quality assurance efforts.

Skills:

Customer Service: 17+ years **IT:** 12+ years
Technical Skills: MS Framework 2.0+, C#, Powershell/BAT, XAML, VB.Net, CLI/Cisco, SQL2008, AD/DHCP/DNS/FS Admin
BI Tools: Tableau, Data Analysis
Software & Tools: Adobe PS/ILL/AE, Dreamweaver, Premiere, Black Magic DaVinci, Bryce/Blender
Digital Marketing: SEO, Social Media Management
Other Skills: VoIP Admin, EMR Admin, Citrix Administration, Video/Audio Editing