

Peter Trinh

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Summary

Detail-oriented, insightful worker with over six years of experience of cumulative experience in retail and education sector. Possesses a strong interest in organization and learning. Able to work autonomously or within a team setting.

Work Experience

Federation of State Medical Boards

October 2019 – January 2020

System Analyst

Euleless, Texas

- Resolved support tickets and created user stories for current systems and applications
- Incrementally improved processes and systems

InRoll

October 2018 – June 2019

Junior Software Engineer

Grapevine, Texas

- Oversaw and improved technical documents for internal users and clients
- Designed and implemented new functionality to existing features & fixed bugs in ASP.NET MVC application
- Provided product support on a team to resolve critical issues preventing usage of system

IT Services, University of Alaska Anchorage

October 2014 – January 2018

Student IT Consultant

Anchorage, Alaska

- Provided onsite support to university computer labs and training of new consultants
- Created support tickets with instructions to replicate issues for desktop team
- Performed software & hardware installations and managed system images for desktop team

The Home Depot

September 2013 – November 2014

Lot/Appliance Associate

Anchorage, Alaska

- Communicated needs of customers and handled entire sales process including delivery and payment
- Maintained entirety of store and parking lot as the sole person responsible for cart management
- Wore many hats by learning about each department and being able to perform at a high level

Frey Meyer

July 2012 – September 2012

Home Sales Associate

Anchorage, Alaska

- Used expert level communication to zero in on customer needs
- Handled entire sales process including delivery and payment
- Built customer loyalty through fostering stronger relationships and was specifically sought out for aid

TacoBell

July 2011 – March 2012

Crew Member

Anchorage, Alaska

- Provided excellent service with a high accuracy of 99% in fast food delivery and order taking
 - Maintained high-level product knowledge
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Education

University of Alaska Anchorage

May 2018

Bachelor of Science - Computer Science | Minor - Computer Systems Engineering

Projects

Equilibria Web Portal

January 2018 – May 2018

A web application for users to view movie entries & reviews by their favorite critics, celebrities, and friends.

- Implemented additional functionalities in a team on existing project using agile methodology for client
- Created collections of movies with ability to add, delete, and merge collections

Field Trip Permission Slip Application

August 2016 – December 2016

A web application for teachers to create a field trip form and for parents to sign off on.

- Designed and implemented user friendly solution in a team using agile methodology for client
 - Implemented a login system for teachers and parents, ability for teachers to create field trips, view attendees, and for parents to register and sign off permission slips for their children
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Skills

- Computer Skills:** Microsoft Office, Google Drive, SQL, Azure DevOps, Jira, DocuSign
- Soft skills:** Organization, time management, communication