

# Tim H. Nguyen

e-mail: [resume@nguyenware.com](mailto:resume@nguyenware.com)

web: <http://tim.nguyenware.com>

**Objective** To work in a professional environment and apply my ideas and skills to challenging hands-on projects that will further improve my outlook on business and technology.

**Experience** **2007–Present** **AT&T Mobility** **Bothell, WA**

## **Lead Web Profile Manager/Analyst**

- Built, maintained, and tested Premier online sites that supported B2B initiatives within stated SLAs
- Proactively managed content and profiles to reduce recurrence of customer effecting outages and escalations
- Maintained customer satisfaction by communicating SLAs and other variables affecting deliverables accurately to set customer expectations
- Researched and responded to customer inquiries regarding profiles, functionality & general content in a timely manner
- Represented the B2B eCommerce organization as SME for Premier and the Resource Centers and trained and assisted new team members on their functionality
- Assisted with additional projects & 911 outages as necessary
- Recommended development and/or enhancement of existing or future applications to assist the organization with its overall goals and objectives

**2006–2007** **Stripes39, LLC** **Seattle, WA**

## **Technical Director and Web Developer**

- Developed e-commerce web solution for online sales
- Team Lead for project goals: web design rollout and web traffic goals
- Created network infrastructure to increase work productivity utilizing Windows Server 2003
- Developed and maintained various websites utilizing xHTML, CSS, SQL, PHP and ASP
- Maintained and supported all desktop, server, laptop, and printer hardware

**2005–2006** **BoxWave Corporation** **Kirkland, WA**

## **Web Developer and IT Administrator**

- Team Lead for implementing portal/news based websites using CMS, PHP, xHTML, CSS and MySQL
- Created and supported new intranet infrastructure for all users utilizing Windows Server 2003/ SharePoint Services/AD/IIS/TS/VNC
- Composed technical news articles and reviews for social websites and blogs for technology enthusiasts
- Utilized Norton Ghost and Acronis True Image for disk backup and image drops on client computers
- Trained all IT support employees on managing network and client computers

**2004–2005** **Mosaic Sales Solutions** **Seattle, WA**

## **Field Marketing Specialist**

- Was the sole Windows Mobile marketing representative for Puget Sound region training and promoting brand and devices at large electronic retail stores and wireless retail stores
- Maintained long-term relationships with retail store management and sales representatives
- Trained and motivated sales representatives as well as store management to promote the Windows Mobile brand and product line.
- Responsible for supporting all sales representatives product questions and device issues
- Fully knowledgeable in Windows Mobile 5.0 and 6.0 operating systems including specific Pocket PCs and Smartphone devices
- Completed sales reports on a daily basis recording sales trends and tracking goals
- Met product quotas and exceeded marketing goals for Puget Sound region

**2002–2003** **AT&T Wireless Services** **Seattle, WA**

## **Advanced Network Services Representative**

- Provided best-in-class technical support to both consumer and enterprise clients
- Aided customers in installation and configuration of AWS software as well as streamlining of laptop computers and mobile devices
- Methodically, efficiently, and accurately troubleshoot wireless data issues across interdependent elements including AWS provided equipment, personal computers and laptops, AWS application gateways and customer application servers
- Experienced in Siebel CRM and other proprietary support and customer relation management software
- Received several awards for quality and excellent customer service

---

**2001–2002****Portland State University****Portland, OR****Windows 2000/XP Technician**

- Supported all classroom and library labs throughout campus including, but not limited to, hardware, software troubleshooting, and disk image drops
- Created and tested customized Windows disk images for specific classroom needs each term, utilizing RIS (including SysPrep and other OPK tools) and Norton Ghost
- Utilized Remedy Trouble Ticket System for all support cases throughout campus.
- Knowledgeable in all Windows platforms, Active Directory, Internet Information Server, Terminal Services, basic programming/scripting, web design, Cisco devices, Linux, backup, data recovery, and Storage Area Networks

Skills

- 
- 10+ years experience (MCP Certified) in all Windows and Mac platforms including Windows 98/Me/2000/XP/2003 and Mac OS 9 and 10.x
  - 10+ years experience with Microsoft Office programs including Outlook, Excel, Word, PowerPoint, Access, Publisher and Visio
  - 7+ years experience with Adobe programs including Photoshop, Dreamweaver, and Acrobat Professional
  - 5+ years experience in xHTML and CSS and JavaScript
  - 3+ years experience in IIS, LAMP including PHP, MySQL and other database schemas
  - 2+ years experience with multiple business applications [QuickBooks, Seibel, Remedy and other proprietary company software]
  - Proven experience in ATG Commerce suite software and AT&T Mobility proprietary business applications and products/practices/procedures
  - Proven success in web development and design, networking, software/OS implementation, hardware support/analysis
  - Strong written, verbal, training and public speaking abilities
  - Excellent problem solving
  - Works well under pressure
  - Able to speak and train large audiences
  - Good communication, organization and time management
  - Self-motivated while team-oriented
  - Ability to learn quickly and adapt to a rapidly changing environment
  - Prompt with meeting deadlines
  - Works well independently with little supervision required

Education

**2004–2006****University of Washington****Seattle, WA**

- B.A., Communication – Technology and Society

References

- Please contact [resume@nguyenware.com](mailto:resume@nguyenware.com) for references.