

Hong Phuc Nguyen

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Work Experience

Tek Experts

05/2022 – 05/2023

Technical Support Engineer level 1

Hanoi, Vietnam

- Guided technical support with knowledge in computer networking, operating systems, and databases to investigate and solve over 250 technical support inquiries and issues for 50+ customers in the APAC regions.
- Created 25+ valuable support tips in the Micro Focus forum and internal Knowledge Centered Support articles, earning recognition as a top 1% member in the OpenText forum community.
- Enhanced support team's performance and reduced workload by 20%, driving improved efficiency and response times by devising alternative solutions to customers.
- Managed and assigned over 100 unassigned support tickets to teammates and other colleagues in the APAC regions via different forms of communication.
- Accomplished ticket resolution by implementing effective communication and collaboration between product developers and more than 10 different global support teams.

Education

Level 5 168 Hour TEFL Certificate

08/2023 – 10/2023

The TEFL Academy, UK 

- Created lessons for a variety of levels from pre-intermediate (B1) to advanced (C2).
- Material & resource creation, utilizing the internet.
- Understanding how to teach the essential language.
- Classroom management and teaching techniques.

Bachelor of Arts

05/2021

University of Miami

Miami, United States

Bachelor studies in Computer Science and Economics.

Skills

Slack, Loom, Microsoft Excel, Microsoft Words

Awards

KCS and Salesforce Specialist Badge

10/2022

Microfocus

This exam verifies and validates the understanding of writing a Knowledge Article in Salesforce using KCS principles.

Note-taker Certificate

05/2020

Office of Disability Services

Helped disabilities students in 60 hours by writing and uploading class notes to the university system in ECO 386 - Health Economics class to help them prepare for the homework and exams.