

Kenneth Nguyen

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Experienced in IT support, hardware imaging, and end-user troubleshooting, with AWS Cloud Practitioner certification. Seeking to make an impact on the IT industry through reliable infrastructure support, efficient troubleshooting, and strong technical problem-solving skills.

Work Experience

Digital Personal Shopper, Walmart | Orlando, FL Oct 2024 – Present

- Executed high-volume order fulfillment while maintaining accuracy, quality, and time standards
- Resolved order exceptions and inventory discrepancies in collaboration with team members
- Maintained strict adherence to Ecolab sanitation and regulatory compliance standards
- Contributed to maintaining top performance metrics, supporting the store's #1 company-wide ranking

Information Technology Intern, Atlantic Technical College | Coconut Creek, FL Jun 2022 – May 2023

- Reimaged and deployed 1,000+ computers for students and staff across campus
- Administered user accounts and permissions using Microsoft Active Directory
- Diagnosed and resolved hardware, software, and account related technical issues
- Maintained and updated campus-wide technology inventory records

Sensei (Instructor), Code Ninjas | Coral Springs, FL Aug 2021 – Feb 2022

- Instructed 50+ students in programming fundamentals using age-appropriate methods
- Adapted instruction to support diverse learning styles and skill levels
- Communicated student progress and development with parents on a regular basis
- Developed and led a weekly chess club with structured curriculum

Education

Bachelor of Science, University of Central Florida – Orlando, FL Anticipated May 2027

Major: Information Technology | GPA: 3.74 | Dean's List, Spring 2024 and Spring 2025

Certifications

- AWS Certified Cloud Practitioner
- TestOut IT Fundamentals Pro

Skills

C Programming, Java, PowerShell, Active Directory, Systems Deployment & Imaging, Analytical Problem Solving, Quality & Compliance Control, Team Collaboration