

OBJECTIVE

Seeking an entry-level position in an established firm, utilizing my education and skills, providing a good opportunity in advancement.

COMPUTER SKILLS

Typing: 73 words per minute

Operating System: Mac OS 7.6, 8, and X; Windows NT, 95, 98, 2000, ME, XP and CE

Software: Microsoft Office Suite and Visual Studio 6.0, Corel Office Suite, AutoCad, TSD Rent-A-Car, Sabre System, SQL by Oracle, Drive Image and Partition Magic, Embedded File System Softwares, B.R.E.W. Developer Suite

EMPLOYMENT

National Software Testing Laboratory Conshohocken, PA

March 2001 – Present (**Project Manager**)

- Managed a team of 15 to 25 testers and daily routine operations
- Request equipments upon necessity
- Set-up new computers for test-ready, i.e. format, partition, image, and network computers
- Tested and wrote error reports for bugs found in applications, handset devices, websites, hardware, etc.
- Configure and troubleshoot e-mail and network setup

Best Buy Retail Store Springfield, PA

August 2002 – July 2004 (**Computer Product Specialist**)

- Assist customers in making an ideal computer purchase basing on their lifestyle through conversation, listening, asking questions, then comparing products for good, better, best recommendation
- Provide technical support on computer-related inquiries, such as installation, networking, performance, and compatibility issues

Ace Rent-A-Car Philadelphia, PA

February 1999 – November 2000 (**Manager**)

- Processed paperwork for car rentals and valet parking
- Analyzed Daily Business Report and Revenue Report
- Balanced payments received at the end of the day
- Implemented new systems improving daily business operation and customer service
- Updated car inventory, rates and vehicles make/model available in Sabre System

EDUCATION

Drexel University, Philadelphia, PA

Bachelor of Science in Information Systems

COLLEGE COURSE WORK

C++ Programming
Database Management Systems
Database Administration
Distributed Computing And Network
Human-Computer Interaction

Information Systems
Java Programming
PL/SQL Programming
Systems Analysis
Visual Basic Programming

REFERENCES

Furnish upon request.

References for Vu “Andy” Thanh Cao

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