

Blake Nguyen

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SUMMARY

Early career public safety technology analyst with one year of supervised experience supporting Windows endpoints, hardware, software, imaging, **communications equipment**, and municipal users. Holds an Associate of Science in Computer Technology, **FDLE CJIS certification**, and a valid **Florida driver's license** with a clean driving record. Diagnoses workstation, peripheral, application, and connectivity issues, then records findings through clear **IT work orders**. Builds standardized Windows images, validates drivers and approved applications, applies service packs and security updates, and checks restored systems against documented procedures. Monitors PC and server conditions, radios, modems, and signaling equipment during support rounds. Communicates technical findings respectfully, trains end users on changed tools, and maintains concise recovery and training documentation.

EDUCATION

Associate of Science in Computer Technology

2025

Hillsborough Community College GPA: 3.8

Tampa, FL

Coursework: Windows support, computer hardware, network security, software deployment, technical documentation

TECHNICAL SKILLS

- **Windows Platforms:** Windows computers, Windows servers, Windows imaging
- **Hardware Support:** Workstations, peripherals, manufacturer specifications
- **Software Support:** Business applications, approved software, application testing
- **Deployment Tools:** Computer images, standard setup procedures, driver validation
- **Security Updates:** Service packs, security upgrades, software fixes
- **Network Security:** Endpoint integrity, access settings, network security
- **Performance Monitoring:** PC monitoring, server monitoring, event information
- **Communications Equipment:** Radios, modems, communications systems
- **Signaling Equipment:** Analog signaling, digital signaling, signaling availability
- **Service Management:** IT work orders, status reporting, technical findings
- **Recovery Procedures:** PC restoration, server recovery, system restoration
- **User Support:** End user training, training documentation, courteous assistance

SKILLS

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|----------------------------|----------------------------|---------------------------|-------------------------|
| • Windows support | • IT work orders | • Software testing | • Service pack updates |
| • Computer imaging | • Performance monitoring | • Network security | • Security upgrades |
| • Hardware troubleshooting | • Communications equipment | • End user training | • Public safety support |
| • Software troubleshooting | • System restoration | • Technical documentation | |

EXPERIENCE

Public Safety IT Support Intern

October 2025 to October 2026

County Technology Internship

Tampa, FL

Supported a supervised public safety technology environment serving administrative users through Windows endpoint support, standardized deployment, communications equipment checks, work order processing, and end user guidance. Followed established procedures while escalating server and vendor issues with clear technical findings.

- Diagnosed Windows workstation and peripheral incidents, then documented resolution steps in **IT work orders**.
- Deployed standardized Windows images after validating drivers, applications, security settings, and network connectivity.
- Compared device specifications, event details, and user reports to isolate recurring **hardware failures**.
- Applied **service packs**, fixes, **security upgrades**, and software updates through controlled support workflows.
- Checked PC, server, radio, modem, and signaling equipment conditions during scheduled support rounds.
- Guided users through changed **hardware** and **software**, then updated concise training and recovery notes.

Public Safety Systems Support Project

January 2025 to September 2025

University Project

Tampa, FL

Built a supervised classroom environment that modeled public safety endpoint deployment, restoration, security review, and communications support. Documented repeatable setup practices and translated **technical findings** into clear records and guidance for nontechnical users.

- Designed Windows imaging and **restoration** procedures for a simulated public safety office environment.

- Built reusable **computer images** across 12 lab workstations, correcting driver and application inconsistencies.
- Diagnosed simulated **hardware**, operating system, and application failures through structured troubleshooting methods.
- Reviewed patch **status**, access settings, and endpoint configurations against basic security requirements.
- Configured radio, modem, and digital signaling exercises that modeled availability checks and escalation.
- Produced an end user guide covering setup, **recovery**, software verification, equipment care, and support communication.

PROJECTS

Endpoint Recovery and Communications Lab 2025

Created a supervised lab model for Windows imaging, workstation recovery, software verification, security checks, and communications equipment availability. The project converted technical procedures into repeatable support steps and clear guidance for nontechnical users.

LEADERSHIP & AWARDS

- Dean's List, Hillsborough Community College, 2024
- Outstanding Technical Support Capstone Recognition, 2025
- Peer Technology Tutor, Campus Learning Center, 2024 to 2025

CERTIFICATIONS

- FDLE CJIS Certification  2026
- Valid Florida Driver's License  2026

PROFESSIONAL AFFILIATIONS

- Student Lab Volunteer, Computer Technology Program, 2024 to 2025
- Peer Technology Tutor, Campus Learning Center, 2024 to 2025

LANGUAGES

- English (Native)
- Vietnamese (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST