



Blake Nguyen

Junior Public Safety Analyst

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STRENGTHS

- 🔧 **Calm troubleshooting**
Worked through recurring workstation failures by comparing reports, event details, and configurations, then recorded a clear path forward.
- ♥️ **Clear support records**
Turned technical findings into concise work orders and recovery notes, giving supervisors useful status without unnecessary detail.
- 👥 **User focused guidance**
When users faced changed software, explained each step plainly and captured lessons in training notes for later reference.
- 💻 **Reliable deployment**
Built and checked standardized images across lab workstations, catching driver and application issues before final delivery.
- ⚙️ **Quiet equipment care**
During support rounds, checked radios, modems, and signaling equipment carefully, flagging small exceptions before service was affected.

SKILLS

Windows support

Computer imaging

Hardware troubleshooting

Software troubleshooting

IT work orders

Performance monitoring

Communications equipment

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

Hillsborough Community College 🎓 GPA: 3.8 📅 2025 📍 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

EXPERIENCE

Public Safety IT Support Intern

County Technology Internship 📅 October 2025 to October 2026 📍 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.

System restoration

Software testing Network security

End user training

Technical documentation

Service pack updates

Security upgrades

Public safety support

LANGUAGES

English Native

Vietnamese Intermediate

MY CAREER

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MONTHS

- 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

University Project 📅 January 2025 to September 2025 📍 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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST