Luu Lam Cong

IT Support -Helpdesk

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CAREER OBJECTIVE

An Information Technology student with a strong passion for user support and system operations. Experienced in software deployment and installation, server configuration, hardware/software troubleshooting, and remote technical support. Seeking a professional environment as an IT Support/Helpdesk specialist to leverage problem-solving and customer communication skills, while continuously learning about systems, networking, and security to contribute to the stability and efficiency of the corporate IT infrastructure.

EDUCATION

Hanoi National University of Education 2021 - Now

Major: Information Technology

Engaged in academic and practical development projects, gaining core specialized knowledge in Database Management, Algorithm Analysis & Design, System Analysis & Design, and Project Practices.

PROJECTS

Tool Support - MASTERPROTOOL 1-2026 - Now

Developer (UI & Logic development using C# and WinForms)

Developed a utility tool designed to automate basic printer troubleshooting, conduct security checks, optimize system settings based on user needs, deploy remote Windows installation profiles, and assist with essential driver installations.

Network File Transfer Software - DROPS 1-2026 - Now

Designer & Developer (Built with Flutter & Dart)

Planned and expanded from a web portfolio file-transfer feature into a dedicated, native cross-platform and mobile file-sharing application.
Website: https://getdrops.link

File Download Support Software - Flow 4-2026 - 5-2026

Developer (Mainly built with Kotlin + Go)

A cross-platform, open-source download manager tailored for handling heavy files, supporting resume capabilities from saved direct links.
Website: https://flow.getdrops.link

Visual WebBuilder - Drag-and-Drop Web Programming Learning Platform 8-2025 - 11-2025

Front-End Developer (UI & Interaction development using JavaScript)

A course project offering a web platform to learn HTML/CSS/JS via drag-and-drop. Students place blocks based on a teacher's reference template and modify properties to match. Features AI-driven grading that compares student code against solution models for relative evaluation before final teacher review.
Website: https://drag-drop-liard.vercel.app/

Medical Appointment Booking Website 2-2025 - 4-2025

Full-Stack Developer (HTML, CSS, JavaScript, PHP, MySQL, WordPress)

Designed and developed a medical appointment scheduling website utilizing the MVC architecture.

Admissions Management Web Application 10-2024 - 12-2024

Developer (PHP, MySQL, HTML, CSS, JavaScript)

Developed a web system for processing and approving admission profiles with multi-level role permissions (Admin, Teacher, Student).

Supermarket Management Website 2-2024 - 4-2024

Developer (PHP, MySQL, HTML, CSS, JavaScript)

Designed a management system tracking goods, customers, and invoices, complete with role-based access control for employees, accountants, and administrators.

Other Android Apps, Unity Games, and Minor Web Projects 2021 - Now

Technologies used: Java, PHP, HTML, CSS, C#, Python

Various side projects completed during my academic journey to foster programming skills and self-learning capabilities, including:

- A GUI application to decode .pkg multimedia files into raw images and videos.
- Web-based mini-games developed with Unity: *AnimalRush, Tetris, FireFly, TheLastRewind*.
- **Websites:**
- https://game-thelastrewind.vercel.app/
- https://game-animalrush.vercel.app/
- https://game-firefly.vercel.app/
- https://game-tetris-web-gl.vercel.app/

EXPERIENCE / ACTIVITIES

Hosco Vietnam Joint Stock Company 10-2025 - 4-2026

IT Support - Helpdesk Technician

- Deployed and installed software packages and servers for new clients.
- Received and resolved software operational issues, user errors, and general computer software faults.
- Handled incoming requests for software customizations, system backups, and database schema modifications to align with client-specific requirements.

ITPlus Academy (Institute of Information Technology and Communications) 3-2025 - 6-2025

Game Development Intern & Practitioner

- Contributed to the development of a puzzle game and a 2D pixel dark-fantasy game.

ITPlus Academy (Institute of Information Technology and Communications) 1-2025 - 3-2025

3 month internship

- Completed a 3-month internship focused on researching and practicing hands-on Unity game development skills.

CERTIFICATIONS

Unity Game Programming Certificate – ITPlus Academy (March 2025) 03-2025

HONORS & AWARDS

Second Prize – Multimedia Design Competition, Faculty of IT (Nov 2024) 11-2024

Second Prize – Educational Scratch Game Programming & Design Competition (Nov 2021) 11-2021

SKILLS

Web Development (Full-Stack)	Front-End and Back-End development for personal web projects across diverse themes, focused on boosting productivity and workflow efficiency.
Web Deployment & Optimization	Deploying projects to hosting services and domains; performance optimization and basic security implementation.
Systems & Infrastructure (DevOps Foundations)	Proficient in containerization (Docker) for application deployment. Experienced in configuring private virtual networks (Tailscale) for secure remote access, maintaining 24/7 self-hosted servers, and deploying

	automated environments (AI assistant servers).
Database Administration (SQL Server)	Experienced in installing, configuring, and utilizing SQL Server and SSMS IDE (versions 2008 through 2022) to modify, optimize, and deploy databases per client requirements.
Remote Support & Helpdesk Tools	Proficient in various remote desktop and support utilities, including UltraViewer, AnyDesk, TeamViewer, RustDesk, Moonlight, Parsec, etc., to deliver efficient technical support.
Graphic Design & Basic UI/UX	Utilizing Photoshop and Canva to design banners, posters, and visual content for fan pages and websites; fundamental UI/UX tweaks to enhance user experience.

INTERESTS

Exploring emerging technologies and technical support utilities; building diverse personal micro-projects to streamline work and contribute to the community.

ADDITIONAL INFORMATION

- Patient and calm temperament when troubleshooting; prioritize translating complex technical jargon into clear, easily digestible explanations for non-technical users.
- Equipped with a personal laptop; proactive in setting up independent workspaces and providing remote support whenever required.
- Fully mobile and available for on-site support within inner Hanoi via motorbike.
- Regular self-learner, constantly testing new tools and tech to optimize technical support workflows.

WEBSITE

Github: https://github.com/luuconghoangnam
Website: https://luuconghoangnam.com