

Huy Le

Portland, OR

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EDUCATION

Oregon Institute of Technology (Oregon Tech), Wilsonville, OR

Bachelor of Science, Information Technology (June 2025)

GPA: 3.6

SKILLS

Operating Systems: Windows 10/11, macOS, basic Linux navigation

Software & Tools: Microsoft 365, Google Workspace, Zoom, Remote Desktop, TeamViewer

Hardware & Troubleshooting: PCs, printers, peripherals, basic networking (IP/DNS/VPN)

Systems & Development Tools: SQL, Git/GitHub, Active Directory (basic), ServiceNow (familiar)

Communication & Problem-Solving: Customer service, technical documentation, teamwork, time management

PROJECTS

Oregon Institute of Technology, Wilsonville, OR

Senior Project – Smart Inventory Management System (SIMS) (July 2024 – June 2025)

- Developed a full-stack web application that enables small businesses to track, update, and forecast inventory in real-time using cloud-based infrastructure and predictive analytics.
- Designed a relational database in MySQL by normalizing product and vendor tables, reducing data redundancy by 40%
- Collaborated in an agile 4-person team by using GitHub and weekly Scrum meetings, achieving all development milestones on schedule
- Integrated Python-based forecasting algorithms by analyzing historical sales data, providing businesses with low-stock alerts and restocking suggestions

PROFESSIONAL WORK EXPERIENCE

Oregon Institute of Technology, Wilsonville, OR

IT Help Desk Assistant (January 2023 – June 2025)

- Responded to 10-20 daily support requests by troubleshooting hardware, software, and network connectivity issues, resolving most on first contact
- Installed and updated software on lab computers using imaging tools and remote desktop applications, minimizing downtime for users
- Maintained accurate records of service tickets using ServiceNow, contributing to improved issue tracking and documentation

ADDITIONAL WORK EXPERIENCE

Human Bean, Wilsonville, OR

Barista (January 2023 – June 2024)

- Managed high-volume service by coordinating team workflow and customer orders, contributing to efficient and positive guest experiences
- Supported staff training by modeling proper drink prep and service techniques, improving onboarding for 5+ new hires