Andrew Ngo

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EDUCATION

Bachelor of Science in Computer Engineering, Minor in Computer Science   May 2028
Wichita State University, Wichita, KS

SKILLS

Skills: Computer Assembly, Operating Systems (Windows, MacOS & Linux), Network Attached Storage, Virtualization, Command Line, MS Office (Teams, Word, PowerPoint), Git
Programming: Python, C++

RELEVANT EXPERIENCE

Quality Assurance Analyst   March 2025- Current
NetApp, Wichita, KS
- Perform qualification tests on NVME drive, as well as qualifications for NetApp's ONTAP software
- Diagnose and troubleshoot failures and panics caused by scripting, hardware or software in a UNIX environment
- Revise Python drive test scripts to make test logs more user-friendly

IT Support   November 2024- March 2025
Spirit AeroSystems, Wichita, KS
- Worked on a Telephony project to program and replace over 1,000+ Cisco phones across Spirit campus.
- Coordinated the change in MAC addresses with Call Tower.
- Communicated with the team in order to properly replace executive and defense phones.

Team Leader   February 2024- December 2024
Club Car Wash, Wichita, KS
- Led and developed all employees regardless of position into leaders.
- Oversaw team members, ensuring they perform their duties efficiently and adhere to company standards.
- Ensured all customers received prompt, friendly, and efficient service, addressing any issues or complaints promptly and professionally.
- Held meetings with other leaders bi-weekly to foster growth as a leader, and improvement as a store.

RELEVANT PROJECTS

Home Server   Fall 2024
- Configured network for optimal data transfer for SMB and NFS shares.
- Set up VPN for secure remote access.
- Protected data with mirrored redundancy, and scheduled S.M.A.R.T tests and scrubbing.
- Hosting media server by port forwarding to 7 users.

Cryptocurrency Mining Systems   2022
- Assembled and troubleshooted multiple cryptocurrency mining systems with 20+ GPUs.
- Optimized performance with overclocking.
- Mined on the Ethereum blockchain, before the transition from proof of work.