

VANNA TRUONG

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EDUCATION

Dec. 2016 **Computer Systems Technician--Networking**, Centennial College

WORK EXPERIENCE

Jan. 2010 – current **IT Analyst**, Karma Sonam Dargye Ling (volunteer)

- managed helpdesk technical support on connectivity issues, internet related browser issues and software support
- website administrator

2010 – 2011 **Cashier/Hostess**, Marche Restaurant

- Managed reception area: multitasked in a fast paced high volume of approximately over 2000 people on a busy day managing guest cards and explaining to them the card system at the same time handling guests inquires and requests at the reception area; also handling cash register and helped service area during certain times
- Responsible for opening or closing duties depending on shift including all duties as required such as counting cash register, counting guest cards, helping clean restaurant area, and setting up or taking down display area

Apr.2001 - Mar. 2003 **IT Analyst**, Canada Revenue Agency

- managed equipment in a Distributed Computer Environment (DCE) -- mainframe, stand-alone, and network; supplied PC hardware and software installation, configuration, maintenance and troubleshooting
- provided *network administration* for sites in Southern Ontario in Microsoft NT, and Microsoft Windows 2000 environment

DHARMA EXPERIENCE

2017 – 2019 Nyunge Retreat (every year) with Wangchen Rinpoche
Feb. 2014 Mahakala Retreat with Lama Tashi Dondrup
Jun. 2014 Kagyu Monlam in Toronto
Dec. 2014 Amitabha Retreat with Khenpo Karther Rinpoche
Dec. 2013 Amitabha Retreat with Khenpo Karther Rinpoche
May 2013 Chakrasamvara Retreat with HE Garchen Rinpoche
2012 Vajrakilaya Retreat with Lama Tenzin
Mar. 2011 Nyungne Retreat with Lama Tenzin
Sep. 2011 Phowa Retreat with Choje Ayang Rinpoche
2010 Vajrakilaya Retreat with Lama Sonam Rinpoche
Mar, 2010 Nyungne Retreat with Lama Tenzin
Dec. 2010 Amitabha Retreat with Khenpo Karther Rinpoche
Mar. 2009 Nyungne Retreat with Lama Namse & Lama Tenzin

Aug. 2009 Amitabha Retreat with Lama Namse
Dec. 2009 Amitabha Retreat with Khenpo Karther Rinpoche
Sep.2008 Medicine Buddha Retreat with Lama Namse
Nov. 2007 Amitabha Retreat with Lama Namse
Dec. 2007 Vajrakilaya Retreat with Lama Namse

REFERENCES AVAILABLE UPON REQUEST