Michael Pham

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10400 Ilex Cir. NW Coon Rapids, MN

Education

Bachelor in Computer Information Technology ▪ **Metropolitan State University**
Cum Laude

CCNA
Currently Studying

Skills

- Network Administration and Windows Server Operating Systems
- Active Directory Management
- Troubleshooting, Problem Solving, and Technical Support
- Customer Service Excellence and Written & Verbal Communication
- System Installation, Maintenance, and Security Patching & Updates

Experiences

IT OPERATIONS ENGINEER ▪ ST.ANNE & JOSEPH HIEN GLVN SCHOOL
SEPT 2021 - CURRENT

- Led a team of **10+** members to implement and manage Microsoft 365 domain
- Established Network infrastructure and implement network security best practices with Unifi APs and Switches
- Maintain Azure Cloud Security best practices with IAM, web application firewalls, and other cloud hardening needs
- Provision Azure server to host Moodle, MySQL Server, and load balancing for over **400+** students

Systems Administrator ▪ Infinite Campus
June 2022 - CURRENT

- Administered Windows servers, maintaining optimal functionality and security for a multi-server environment
- Collaborated with cross-functional teams to troubleshoot and resolve technical issues promptly
- Installed and managed service packs and security patches on Windows servers and application software.
- Assisted with Active Directory Management, ensuring proper user access and security
- Provided end-user support, addressing inquiries and resolving technical concerns efficiently
- Conducted regular system backups and recovery procedures to prevent data loss