Hau Nguyen

IT Specialist

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I have 12 years of IT experience as an IT specialist. Through out my IT career, I have been in hardware, networking, printing and technical support sector. During those years, I have gained experience in multiple job roles as a Field Service Technician, Technical Support Specialist, IT Specialist, System Service Representative and Unix Administrator Apprentice.

Skills

- Cisco
- Hardware
- Clients
- Customer Service
- Delivery
- Train employees
- Network Administration
- Operating systems
- Printers
- Red Hat Linux
- System Administration
- Technical support
- Software
- Troubleshooting

Work History

2018-08 - 2020-05

Unix Administrator Apprentice
IBM, Remote
- Completed extensive hours of Red Hat System Administration Skills Assessment
- Completed Red Hat System Administration I(RH 124)
- Completed Red Hat System Administration II(RH 134)

- Completed Shell Programming course
- Completed extensive hours of entry level and foundation Red Hat Linux SA online courses
- Completed extensive hours of advanced OpenShift, Containers, Dockers and Kubernetes online courses.
- Completed extensive hours of entry level and foundation Red Hat Linux SA online courses
- Attained 2 badges: IBM Cloud Private Infrastructure and Architecture and IBM Cloud Migration Method Explorer 2.

2014-08 - 2018-08

System Service Representative
IBM, Baton Rouge, Lousianna

- Provide on-site installation, maintenance and repair of IBM (Power and Storage) and multi- vendor systems (Lenovo, Cisco and Walgreens) and components, including hardware, networking products, software and operating systems.
- Primary technical interface to clients for the coordination of hardware and/or software support and delivery of operational services as required by the client.
- Advise clients of preventive maintenance, configuration, operation and environmental factors which may impact product performance or impair client's IT operation.
- When critical situations occur, we are the IBM technical interface to clients and manage the situation until the problem is fixed.
- Can work in both consumer homes or enterprise environments.

2014-04 - 2014-08

Field Service Technician
C.F, Biggs, United States of America

- Field Service Technician: -Analyze, troubleshoot, and repair different types of scanner, Document Imaging equipment and printers.
- Provides technical support and guidance to users.
- Train employees at the client location to use newly installed equipment.
- Install upgrades, firmware and consumables.
- Manage customer relationships to ensure highest satisfaction.

2010-03 - 2014-03

IT Specialist
US Army

- Identifying computer-user problems and coordinating to resolve them.
- Installing, configuring and monitoring local and wide-area networks, hardware and software.
- Compiling, entering and processing information.
- Providing customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting.
- Constructing, editing and testing computer system programs.
- Conducting data system studies and preparing documentation and specifications for proposals.
- Assisting in the design, preparation, editing and testing of computer programs Maintenance of networks, hardware and software.
- Provide customer and network administration services.
- Construct, edit and test computer programs.

Education

2003-08 - 2006-04

Bachelor of Science: Computer Network Management
Westwood College - Anaheim, CA