

# Hau Nguyen

## IT Specialist



Westminster, CA, 92683



(714) 797-1008



Hnguyen7476@gmail.com

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

#### ● 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)

2018-08 - 2020-05

- 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, Louisiana*

- 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, Baton Rouge, Louisiana*

- 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/Signal Support Systems Specialist

*US Army, Fort Polk, LA*

- 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.

2003-08 - 2006-04



## Education

### **Bachelor of Science: Computer Network Management**

*Westwood College - Anaheim, CA*