

Bang Nguyen

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QUALIFICATIONS

OBJECTIVE to obtains a challenging and rewarding position utilizing my Computer Information Systems field of skills in Data, network and techsupport.

Experience/Skills: Responsibility for designing and lab testing of network security services, local load balancing, server consolidation, storage consolidation, disaster recovery, backups, networking and security. Hardware acknowledge/experience: Routers/Firewalls: Cisco PIX505e/506, ASA 5505 VPN, ASA 5505/5510 Adaptive Security Appliance, WatchGuard XTM 515/525 Firewall VoIP H.323, NEC Univerge SV8100 Chassis VoIP. Cisco 1700/2600/3600. Linksys VPN Wireless/Access Points, D-Link Wireless/APs, Netgear Wireless/Aps. Switches: Cisco Catalyst 2950/2960 48-port PoE, 3560 Layer3 Fast Ethernet, Fastlron Edge 4802 48-port PoE. Software Acknowledge: VMware, Windows Hyper-V, Microsoft Easy Transfer, Cmaker 1.7/2.6, Windows Hyper Terminal to program on router/switch, Windows OSs: 95/XP/7/8/10, windows servers OSs: NT4.0/2000/2003/2008/2012, Microsoft Exchange server 2003/2008/2010/2013/2016(365). Networking: OSI Layer 2 – Data Link (Spanning tree, vPC, EtherChannel, VLAN), Layer3 – Network switching/routing (OSPF, EIGRP, ISIS, BGP, MPLS, IPv4/6), DNS/DHCP, higher layer protocols as they interact with security and load balancing TCP, SSL/TLS, HTTP, real-time traffic (Video/Voice), NFS, Database access protocols. Migration/Deploying SCCM images (win XP/7/10).

WORK EXPERIENCES

Independent IT consultant for DeployITUSA, Barrister, Fieldnation/Fieldsolutions and DXC. 10/2012 – current.

Works as:

_ IT Security Specialist at Chase bank: Fix network jack from stations to dataclosets/Technology Rooms and migration/refresh/break fix Win7/Win10, surplus/destroy all hard drives and inventory servers/network equipment or escort vendors in MER/Technology Rooms.

_ IT Support Local Base Services at Farmers Life: migration/refresh/break fix/software installs/reimage with SCCM (Win7/10), refresh new laptops, install software (MS office 2013, SQL 2008/2010/2012/2014 servers, and etc.), troubleshoot software or hardware failure.

Sys Admin/IT Support & VoIP, Evergreen Beauty College, Everett/Bellevue/Renton, WA. 12/2014 – 12/2018

Works part-time and maintain Integra Ethernet (5x5), Comcast Business high speed & T1 PRI Voice line. Setup and configure router (DD-WRT V24-sp2)/wireless (Mesh Cloudtrax)/switches (Fastlron Edge). Add users, configure and troubleshoot Office 365 server online, printer/scanner (KM-Bizhub) and workstations (Wins 7, 8, 10 and MacBook Air). Setup (Office 2013/2016), install, configure and troubleshoot workstations on GuestVision database on SQL 2012 on servers (2008 R2/2012 R2), create user's rights and share the database folder on network map for users. Troubleshoots hardware/software as presenting at location or using remotely Teamviewer/VNC/Desktop Remote with internal users who can't login from inside/outside the EBC campuses and answer technical emails' issues within the organization. Create/add/remove users in Office 365 Exchange server online, Azure online, setup (use Batch/PowerShell) users on Konica Minolta Bizhub C284/C287/C364 & Xerox 286 copiers for fax/print/scan. Backup data files (Batch/JavaScript to rename and remove old backup) on servers (win 2008R2). Program and configure Polycom VoIP cloud PBX systems for 3 campuses (Bellevue, Everett and Renton), configure and monitor three HIKVISION DVR DS-7716NI-SP/16 security camera systems to access online. Carry out other IT tasks.

Systems Administrator/IT Support & VoIP, Vietnamese Martyrs Parish, Tukwila, WA. 3/2011 – 12/2019. Work part-time and maintain Integra Ethernet (15x15) & T1 line Internet. Setup and configure router (Cisco Pix506)/Mesh wireless Access Points on Cloudtrax)/switches (Fasttron Edge). Add users, configure and troubleshoot (using Command Prompt/Batch) domain server (win 2008 R2), printer/scanner server (win 2003) and workstations (Wins XP, Vista, 7, 8 and 10). Setup, reconfigure and maintain Parish Data System database on SQL 2005/2008 server (win 2003 and 2008 R2), create user's rights and share the database folder on network map for users. Setup VPN on server (win 2003 and 2008) for users can use laptops to login and print from anywhere inside LAN or outside. Troubleshoots remotely on VMWare or Teamviewer/RealVNC with internal users who can't login from outside or answer emails within the church's performance parameters. Create/add/remove users in Office 365 Exchange server online, Azure online, setup (using Batch/PowerShell) users on Kyocera Minolta 5050, TASKalfa 5550ci and Konica Minolta Bizhub C364 copiers for faxing, printing, and scanning. Backup data files (Batch/JavaScript to rename and or remove old backup) on servers (win 2008 and 2012 Essentials). Program and configure Nortel ACM50a VoIP PBX system, setup and configure Lorex 960H and Samsung SDE-5001N security camera systems to monitor online. Carry out other IT tasks as assigned.

Network administrator, IT Specialist and VoIP Administrator. Neticipate, Inc, Renton, WA. 7/2007 – 7-2012. Works fulltime to design, install, maintain and troubleshoot clients' office sites: ORBArchitects, Inc, LandonCG, LLC, JSI-Glass, Inc., Julius-Stewart, Inc, Cementra-USA, Inc. Create/transfer/copy/delete/map (using CMD/Batch/PowerShell) domain controller users or email accounts/mailboxes. Install MasterBuilder database and American Contractor databases, Quickbook onto clients' servers, create/configure user's rights for each user login database. Maintain, troubleshoot clients network, Domain Controller, Exchange servers, FTP servers, VPN settings and hardware/software issues, storage, setup automatically (Batch/Javascript) daily backup data files on server, EMC backup and recovery for SAP Microsoft SQL 2005 on Win 2003 server enabled by EMC Replication Manager, Symantec Veritas Netbackup, Disk Library. A Firewall and Network Operations Support Engineer is needed to support a 24x7 Network Operation Center (NOC), Security Operations Center (SOC), and virtualized data center supporting our multi-tenant cloud services offering distributed across multiple data centers/sites. Install and configure firewall/wireless routers/AccessPoints (Linksys, Dlink, Netgear, Cisco 1700, 2600, 3600), switches (Dell, 3Com, HP, Netgear, Cisco Catalysts). Build new and troubleshoot servers, workstations in hardware and software. works at or remotely using LogMeIn/VNC/teamviewer to install, configure and support Altigen/Nortel/Cisco VoIP PBX systems to all clients. All troubleshoot issues are supported either on the phone or present at clients' office sites. Also install, configure Team Foundation Server on several servers (HP Proliant or Dell Optiplex/PowerEdge) and Microsoft Visual Studio 2005/2007 on workstations for Developer teams, using VMWare or Hyper-V to load Windows XP Embedded on virtual machines to test with a new uploaded builder version, report errors, download/update new drivers (BIOS, wireless, NICs, videos, sounds...), upload/report all project tasks onto Borland Star Team 2008.

Lab Test Engineer. Volt Services, Redmond, WA. 10/2008 – 4/2009. Works as a contractor to join Microsoft TV team (bldg-32) as Lab Test Engineer to maintain a set of 75 – 100 machines providing a production quality video service. Troubleshoots hardware and software problems as required. Upgrade, install, configure and maintain custom server software on a regular, frequent basis. Will run automated and/or manual end to end verification tests based on a clear set of instructions on a frequent basis. Provide status reports (Batch file to track down Computernames, MAC Addresses and LAN IPs) about general operations, issues and configurations. Responsible for creating custom tools to monitor and manipulate overall system status.

Lab Test Engineer. Volt Services, Redmond, WA. 2/2006 – 2/2007. Works as contractor to Join Microsoft Visual Studio team (bldg-25) as Lab Test Engineer to install, configure, tear down and troubleshoot over 2,000 Compaq/HP/Dell/SuperMicro/IBM/others (mini-tower/rack) server hardware and software. Monitoring all servers network connectivity (using Batch to create a report included Computernames, ErmNums, MAC addresses, use Powershell ConvertTo HTML file). Troubleshooting and re-imaging OS packages for test on Redhat9 data servers, windows XP Home/Pro, XP Pro 2000/2003/2008 Standard/Advanced/Enterprise servers, Vista Business/Enterprise/Ultimate/Longhorn servers 32 and 64-bit, Team Foundation Servers (install and configure SQL2005/2008 servers, TFServers, Visual Studio 2005) support Microsoft internal or external customers worldwide.

Network/VoIP Administrator, IT Specialist. ORBArchitects, Inc, Renton, WA. 8/2005 – 7/2006. Works as a contractor at ORB Architects, Inc., to maintain, troubleshoot ORB websites: www.orborg.com and www.orbarchitects.com. Creates/transfers/delete mailboxes. Maintain, troubleshoot ORBORG network, Domain Controller/FTP/DHCP/DNS/VPN server, VPN settings and troubleshoot hardware/software issues, backup daily, full and incremental data files backup on servers. Install and maintenance Advantage, ArchAdmin databases server and configure on user's workstations. Build new and troubleshoot workstations hardware and software, support and training new Altigen VOIP phone system for a new employee. All troubleshoot issues above are supported either on the phone or present at the company site.

Network Administrator, VOIP System Administrator and IT Team Leader. Consolidated-Ventures, Inc., Tacoma, WA. 6/2004 – 8/2005. Works fulltime to design and setup LAN network, VOIP phone system for Consolidated-Ventures' business customers. Create web domain name, emails' accounts and hosting site for CVI customers, setup VPN for customers. Provide broadband high speed Internet such as T1, Cable Internet or DSL/ISDL line for CVI's customers. Install and configure Routers (Cisco 3600/2600/1700 series for customer using T1 line or small firewall/wireless routers/AccessPoints such as: Netgear/D-Link/Linksys/Berkin/Sonicwall... sharing T1/hook up to cable internet/DSL line. Using PIX 506/506E to setup and configure Altigen VOIP PBX servers to talk to Alti-IP600/IP710/500/510 phones. Install, setup, upgrade and troubleshoot Windows NT4.0/2000/2003 servers, Windows 98/2000/XP workstations for hardware and software. Also setup, upgrade and troubleshoot new/old laptops (Toshiba, Dell, Compaq, HP, IBM, Sony, Gateway2000, ...) Backup data for CVI and customers. The job duties are applied to the Consolidated-Ventures internal departments or external customers.

Information Technology Systems Specialist 4. Department Social Health Services Region 4, Seattle, WA. 3/2004 - 6/2004. Works as a contractor to carry out capacity planning to determine organizational or regional needs; analyzes business needs of a region, geographical grouping of offices/facilities, or multiple business units with multiple business functions; assesses industry direction and analyzes new capabilities that may be applied to a region or similar organization; evaluates new products, documents characteristics, and makes recommendations; Manages multi-server regional systems; identifies and resolves multi-server problems, transmission problems, etc.; interfaces with vendors to solve complex problems such as unsuccessful connectivity for a WAN circuit; uses experience in use of advanced diagnostic tools to analyze work of others and personally resolves complex problems; leads problem solving teams; Designs regional disaster recovery approach; develops back-up plan; arranges for disaster recovery environment for a region, geographical grouping of offices/facilities, or multiple business units with multiple business functions; Coordinates organizational or regional acquisition plans, specifies requirements, works with established vendors to acquire hardware/software, writes requests for proposals and evaluates response for items such as upgrading of a regional phone system; Troubleshoot OS: Windows 9x/NT4.0/2000/XP/2003 (workstations and servers), and PC and Server Hardware. _TCP-IP, WINS, DNS, firewalls, LAN and WAN networking (on Ethernet or TokenRing). Using software: Microsoft Office 2000 and XP, anti-virus software (McAfee & Norton for W/Ss and Servers) _Tape backup systems, drive Imaging software (Image Pro 4.0 or Ghostware 7.5

Desktop Migration Technician. TACWorldWide, Co., Hayward, CA. 6/2003 - 1/2004. Works as a contractor at Gentiva Healthcare Services in Remington, WA as Desktop Migration Technician. Migration data using Altiris PC Transplant to build and create the Personality Package (PP) on old Windows XP workstations onto LAN network shared BACKUP folder, deploy the PP to the new workstations, validate data transfer, test network printer, and verify all user profiles.

IBM OS/2 Migration Technician. Work as a contractor at CNA International Insurance, Co. in Seattle, WA as IBM OS/2 Migration Technician. Backing up TAP data prior to Migration, checking for the required flavor of TAP to Install, Decommission old IBM OS/2 workstations and setup new ones, copying Employee Desktop for the Global Enterprise (EDGE) data, Copying EDGE TAP Stranded data from Novell to Windows 2000 Server, Configuring New Field OS/2 workstation, tailored applications process installation, test logon to the TAP production region, add local spooled printer to new OS/2, checking the validity of the OS/2 NodeName and then restoring TAP data after migration.

Upgrade Netware Server Technician. Work as contractor at Wachovia Securities System Engineer to upgrade Compaq Proliant 3000R hardware/Software and Netware Server 4.0 to 5.1 versions in Seattle, WA. Reset Network Printers and logon workstations to make sure interconnectivity on the network.

Network Specialist. Monroe Internet Services, Inc., Monroe, WA. 12/2002 - 6/2003. Works as a contractor at Monroe Public School Sky Valley Education Center campus to use Ghost Imaging back up or restore Operating system and software package. Troubleshooting software and hardware issues for SVEC domain/ SVECII Printer servers and workstations. Maintain LinkSys wireless network components and troubleshoot interconnectivity on the network.

Systems Administrator. Vietnamese Community Catholic Church, Seattle, WA. 5/2001 - 6/2005. Works as a contractor to design and build a network system. Setting up and configuring Cisco Router 678 to connect to Internet using Qwest DSL. Install, configure, troubleshoot and maintain Servers (1 network and Exchange 5.5 server: Win NT 4.0, 1 ISS server: Win 2000) and Workstations (Windows 98, ME, NT, 2000 and XP). Set up and test a SQL server to upload VCC church's database using MS Access. Work as a Help-Desk Technician responds to escalations from other departments and from traveling users to dial-up into church. Handling escalations that have been initiated by a user. Answering incoming call or email from users within the church's performance parameters. Providing backup internal customer phone support as requested. Carries out other tasks as assigned.

NT System Administrator, Project Engineer. Tenzing Communications, Inc., Seattle, WA. 7/2000 - 5/2001. Works fulltime to design and build Tenzing inside network. Setup and configure Cisco Router 2600 series, install, configure and maintain Servers (Windows NT 4.0, 2000 and Exchange 5.5) and Workstations (Windows 98, NT, 2000, XP beta), troubleshooting Compaq (Proliant DL360, 380 and DeskPro EN), Dell (PowerEdge 1550, OptiPlex GX100, GX200 and Latitude L400, C500, C600, C800) and Toshiba (Satellite Pro 4300, 4600 and Portege 7200CTe) machines. Design and setup outside Tenzing Exodus network, Local Distribution Base network at the airports, work closely with Linux administrators and software engineers to install, configure and test Linux RedHat 6.2 and Tenzing On Board email system onto data loader. Help out at network center to act as SOC working collaboratively to detect and respond to information security incidents, maintain and follow procedures for security event alerting, and participate in security investigations. The Analyst will perform tasks including monitoring, research, classification and analysis of security events that occur on the network or endpoint.

Information System Manager, NT & Novell Netware System Administrator. CNC Global Contract Services, Seattle, WA. 3/2000 - 6/2000. Work as a contractor at Fisher Broadcasting Radio (KOMO radio) as System administrator to control KOMO radio 120-user network system. Responsibilities for designing architecture, install, configure and maintain Windows (Exchange Server 5.5, NT Server 4.0 and Workstations) and setting up routing tables for connection between KOMO radio, Properties, Mills and KOMO TV large NT Servers and the external networks. Install, maintain, and troubleshoot interconnectivity on the network. Responsibilities for backing up system and troubleshoot servers and workstations and hardware issues.

EDUCATION

10/01/2004: Collins, Colorado, Altigen Training, LLC, Collins, Colorado

AltWare OE/ACC/ACM 5.0 Certified Engineer (ACE), certified in October 2004

06/15/1996: Edmonds Community College, Lynnwood, Washington

Associate of Technical Arts Degree in Computer Information Systems, graduated in June 1996

06/15/1996: Edmonds Community College, Edmonds, Washington

Computer Information Systems - Microcomputer Application/Support Specialist Certificate, certified in June 1996

References: Available upon request.