

Truong Nhat Ho Mai
7081 Maple Street
Westminster, CA 92683
Home: (714) 373-4687, Cell: (657) 377-8857
senseitnm@gmail.com

Job Objective: HelpDesk Technician/Specialist, Junior Systems Administrator, IT Support, IT Technician, IT Administrator, IT Coordinator, Network Architect, IT Coordinator, Service Desk Analyst, or Security Systems Administrator

Education:

- **Military Schools / Training:**
 - a. IT "A" School - Great Lakes, IL December 2003
 - b. NTCSS Administration - Norfolk, VA March 2004
 - c. Problem Solving and Decision Making in Groups - Norfolk, VA October 2005
 - d. Primary Leadership Development Course - Norfolk, VA October 2005
- **Bachelor of Arts in Business Information Systems** 2011-2015
Ashford University, San Diego, CA 92123

Skills:

- Knowledge of LAN cables installations and maintenance
- Knowledge of installation for Hardware and Software on computers stations and servers
- Desktop and PC Building Knowledge
- Troubleshooting skills for system networks/domains
- Knowledge of servers and backups
- Windows 2003/ 2013 Server Management
- Windows Helpdesk
- Microsoft Office: Knowledge of Outlook email setup for servers and troubleshooting, Knowledge of Word, PowerPoint, Excel and Access
- Computer system maintenance and repair
- Windows 7 and 10 OS

Security Clearance: Active DoD Top Secret Final Clearance Authorized

Experiences:

May 2018 – July 2020

Information Technician (IT) / National Helpdesk Specialist / Domain Administrator

- Provided Tier I/II desktop support to end-users across the country
- VoIP Phone System (Ringcentral), create and managed user accounts and phone services for customers
- Used Helpdesk Platform such as Spiceworks and Freshservice
- Installed and managed Windows 7/10, 2003/2013 server
- Setup domain accounts and managed users permission for the company
- Responsible for Onboarding and Offboarding of employees and other HR related duties.
- Account Administrator for Microsoft Dynamics GP (helped create accounts)
- Trained new employees with usage of company systems and applications
- Worked on migration of workstations to new domain for the company
- Installation of printers range from small to big production printers (HP8000, HP Latex etc) on-site and remotely
- Used Connectwise/ Letmein and other RDP (Remote Desktop Protocol) to support users remotely
- Deployed VPN clients and configurations for company

- Used Meraki for IP reservation and Devices management.
- Provide customer in-person support for IT related issues (ex. hardware and software fixes)

April 2005 - December 2008:

Information Technician (IT) / Technical Trainer / Network Administrator - US Navy, Norfolk, VA

- Supervise the Network Operations Center (NOC) ensuring over 58 enterprise servers on 2 enclaves covering 5 subnets each while ensuring 97% availability.
- Performed Migrations from Windows NT Suites to Windows 2000 Suites to include all Security configurations.
- Mentored five personnel ensuring they became top performers of their specialties and in doing so all five personnel were promoted.
- Manually Re-built both Domain Controllers by rebuilding the Jet Database, SYSVOL, DFS Root, and DFS Links of the WIN2K DC/Global Catalog Server resulting in zero data loss.
- Maintained all Backbone Switches, Edge Switches, and Cisco Routers.
- Performed, supervised, and verified all Backups to ensure compliance with disaster recovery plans.

December 2003 - April 2005:

Information System Technician (IT) - US Navy, Norfolk, VA

- Assisted in troubleshooting to remote technicians through email and telephone.
- Tested various applications on Test LAN to ensure they would work in the production environment.
- Performed software refresh from NT/2000 Professional to Windows XP SP2 on all 390 workstations. Performed server consolidation and installed hardware for G2 Sidewinder.
- Performed network expansion as needed and reconfigured network topology as customer's requirements changed.
- Provided Tier I/II desktop support to all end-users.
- Performed crash analysis on Windows workstations, repairing the system with zero data loss.
- Troubleshoot web-based applications and resolved program problems to ensure classrooms were able to teach subject matter with minimal downtime
- Maintained 98% network availability for Foreign Military Services networks (3 enclaves), 96% availability on US Navy networks, and 99% availability on Terminal Service Servers and Thin Clients for instructors to update lesson plans and training material

Professional References:

Tracy Jones

IT Helpdesk Manager

ARC Document Solutions

12657 Alcosta Blvd, Suite 200

San Ramon, CA 94583

Work Phone: 513-326-2311

Cell Phone: 513-633-0646

Tracy.jones@e-arc.com

Christopher Cassani

National Helpdesk Technician

ARC Document Solutions

12657 Alcosta Blvd, Suite 200

San Ramon, CA 94583

Office Phone: (415) 512-6502

Christopher.Cassani@e-arc.com