

Dennis Nguyen

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High-spirited and diligent Information Technology expert with a strong background in operational support, seeking an opportunity to prolong a professional advancement in networking and cloud storage. Wide array of experience and ability in providing high level services and technical support within a sizable company environment. A vigorous business approach to quality support and superior serviceability.

PROFESSIONAL EXPERIENCE

Rainin Instrument, Mettler Toledo

September 2007 to February

2016

Help Desk Support

Oakland, CA

Supporter of entire company, manufacturing and corporate
Hand on contributor for providing support and technical assistance for remote user across Northern America. Able to manage a successful environment with limited personnel.

Daily operation Supporting onsite and remote user all across America

Maintained Sox compliance by monitoring network controls, backups and security solutions.

Project manager Companywide wireless access points, Executed Windows 7 migration project, and merge Calibrate with company image.

Mettler-Toledo International Inc.

Help Desk Support/ Network Administrator

- Supporting onsite and remote users throughout America
- Resetting network password managing permission in Active Directory
- Managing tickets using Bridge Trak software
- Managing tickets using SNOW
- Network room upgrade blade server and setting up VLANS
- Virtualized file server for variety of departments
- Managed the organization's enterprise mobile system iPhones and Blackberries
- Setting up print server
- Desktop and Laptop setup and deployment though LanDesk
- Involved with Sox Audits
- Manage daily back up using Avamar
- EMC recovery
- Overseer Iphones/ blackberry for emails

IBM
Help Desk

November 2005 to July 2007
San Jose, CA

- Installing new images for IBM, Dell laptops and desktop
- Managing tickets using Remedy software
- Assisting clients remotely using remote desktop software
- Supporting 500+ users using windows 2k, XP, and outlook exchange server
- Post configure newly arrived pc and deployed to clients
- Responsible for end user data transfer

EDUCATION

DeVry University: Bachelors of Science, Network Communication Management
2004

June