SOKRITH HENG

Network and Systems Administrator

Long Beach, CA 90808

hsrith@yahoo.com

562 286 4883

• Over 16 years experienced in maintaining server, desktop, laptop, printer, scanner, hardware, operating system, application software and peripherals devices

• Over 12 years experienced in IT Core Room, DELL Server, IBM ,HP and DELL OptiPlex

• Over 12 years experienced in System Administrator for Microsoft OS Server and Client

• Organized, flexible, customer oriented, creative, self-sufficient

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

IT Support Specialist
SAFRAN AREOSPACE, California, USA

May 2019 till nowadays

- Monitoring all installed systems, configuring, testing and maintaining operating systems, application software and system management tools.
- Maintenance all IT equipment and the peripheral devices in the company
- Prepared the documents and user alerts for the system upgrading and changing
- Tested and verified the network performance after the projects done
- Maintenance the conference room and meeting room
- Maintenance the Wireless Network
- Configured the Cisco Switch, Router and VPN
- Configured the user email on Microsoft outlook and mobile devices
- Configured the Microsoft Lync and One Drive
- Monitoring the VMware ESXI and Microsoft Hyper-V Server
- Administrator the O356
- Monitored the SAN Storage
- Data backup and restoration processes
- IT work order
- IT inventory
- Worked with the IT sub-constructors, IT suppliers and vendors

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SENIOR IT Network Administrator, Infrastructure and Project Leader for 03 Airports

VINCI-AIRPORTS (For 3 airports, PHNOM PENH INTERNATIONAL AIRPORT, SIEM REAP AND SIHANOUK - Airport Code PNH, REP, KOS)
August 2018 to April 2019

(Phnom Penh City, Cambodia. - https://www.vinci-airports.com/en)

• Created documentation of technical standard procedure of system operation and system deployment

• Prepared the documents and the procedures for server status both planned, unplanned system outages and the disaster recovery processes for Cambodia Airports

• Prepared the technical documents and users training

• Designed and implemented IT Infrastructure for Cambodia Airports

- Created File Server (folders access) , network access (VLAN)
- Managed Database, File Server Backup and the restore processes for Cambodia Airports
- Maintained the storages on premises, on-site backup and the data-center outside the company (NAS, SAN on NetApp and DELL Storage)
- Configured and maintained VMware and Hyper-V for Cambodia Airports.(ESXI , VCenter, DR Site)
- Created email, assigned license and monitored the exchange 365 and configured MS Outlook
- Monitored and maintained antivirus updates and virus definition. (Trend Micro and McAfee)
- Maintained DELL PCs, DELL Server Power Edge Series, Chassis M1000e Blade Server. (iDrac and Dell OpenManage)
- Configured the alerts system SNMP for Servers, Networking Devices, Eaton UPS and APC UPS.
- Maintained the Departure Control System (vMUSE by ARINC), VeriPax System , Airport Operational Database System (AODB by SITA), Flight Display System, Building systems BIS, Access Control (BOSCH & SALTO), Fire Alarm, PA announcement systems, CCTV IP Security Camera, Car Parking System, POS System and other systems inside the airports.
- Controlled IT inventory, hardware recommendations for improvement and replacement
- Updated, upgraded, changed, the existing software and hardware that have become obsolete with a timeline
- Managed, extended, purchased and increased the number of licensing for the application software, Microsoft Windows, VMware, Antivirus and other software.
- LAN designed, Installed LAN network components and network troubleshooting.
- Wireless design and implementation (Provided the free Wi-Fi for airport's passengers)
- Monitoring LAN performance, network redundancy, network security and network policy
- Configured TCP/IP, Routers, Switches, Firewall, created IP subnets and VLAN, VPN
, Remote Service Access (RSA) tokens, Any Connect and Juniper.
- Supported and maintained WAN connectivity from site-to-site with the ISPs and the providers.
- Provided the IT services for 130+ servers and 450+ computers and 140+ printers in the workplace
- Administrated Microsoft Windows Server 2000, Windows 2003, Windows 2008, Windows 2012, Windows 2016 and Window XP, Windows 7, Windows 8, Windows 10.
- Configured the Windows Server Active Directory, DNS, DHCP, File Server, Print Server, created Users group, Groups, Organization Units, Group Policies, Patches updating by WSUS
- Supported the airport's clients. (Retails, Shops, Restaurants and Airline's offices)
- Worked with ISPs and designed the infrastructure to extend the Internet Service to the clients
- Leaded and assisted IT Project implementation for 03 International Airports.
- Supported the IT support team and operations department for 24/7 as needed
- Worked with the IT VENDOR and IT sub-contractor (ARINC, SITA, MICROSOFT, DELL, HP, IBM, NETAPP, CANON, CISCO, VMware, Trend Micro, McAfee and other third party software).

SENIOR IT Network Administrator

VINCI-AIRPORTS (SIEM REAP INTERNATIONAL AIRPORT - Airport Code: REP)
December 2006 to August 2018

(Siem Reap City, Cambodia. - https://www.vinci-airports.com/en)

- Managed the IT services quality, the preventive maintenance for all IT systems including hardware and software following the International Standard Organization (ISO) procedures set.
- Prepared the IT technical document for the internal and external ISO auditors.
- Managed the daily IT request work order on the computer management system.
- Supported, installed, configured, repaired, maintained software and hardware, Servers, Desktops, Laptops, Cell phone, Desk phone, Faxes, Mobile Devices, Printers, Digital Scanners, Copiers, Switches, Routers, Wireless, Storages, UPS, PDU, ATS, terminals and various peripheral devices.
- Maintained 70+ servers on VMware and some still running on physical server, 300+ computers and 120+ printers in place.
- Monitored LAN performance, network redundancy, disaster recovery and backups processes.
- LAN designed, installed network components and LAN administrated.
- Supported and configured for WAN connectivity from site-to-site.
- Configured TCP/IP routing, switching ,firewall and VPN (Cisco and Juniper)

- Wireless installation for staffs and passengers (Installed Free Wi-Fi for airport's passengers)
- Monitored systems, servers and networking devices performance and security
- Designed, Configured, and tested computed hardware, networking software and OS.
- Administrated Microsoft Windows Server 2000, Windows 2003, Windows 2008, Windows 2012, Windows 2016 and Window XP, Windows 7, Windows 8, Windows 10.
- Configured the Windows Server Active Directory, DNS, DHCP, File Server, Print Server, created Users group, Groups, Organization Units, Group Policies, Patches updating by WSUS.
- Created, managed and maintained file shared access, network access and email.
- Assigned, modified, and deleted user account and resolve security access problems
- Monitored the daily data backups for Database, File Server and the restore processes.
- Controlled and configured antivirus updates and virus definition. (TrendMicro and McAfee)
- Supported Office 356, exchange 365 and MS Outlook.
- Maintained Electronic Mail Server Lotus Notes (IBM), Web Mail and Lotus Traveler.
- Maintained and managed the VMware and vSphere V6.0 and V6.5 (ESXI, VCenter , DR Site)
- Maintained Storage NAS and SAN (NetApp FAS2050, FAS2240, DELL Server Built-in Storage, DELL Storage SCv2080 and SCv4020), RAID, iSCSI and FCOE.
- Maintained DELL PCs, DELL Power Edge Server series, Chassis M1000e Blade Server, DELL OptiPlex Desktop series, IBM server and IBM ThinkPad Laptop.
- Maintained the Telephony System PBX Aastra and Mitel , Building system BIS, Access Control (BOSCH ,SALTO) , Fire Alarm, PA sound systems, Departure Control System (vMuse), VeriPax System, Flight Display System, CCTV IP Security Camera, X-Ray, Metal Detector, Car parking system, POS System, AV, Video Conference, Novari System, IPTV selected TV and other systems inside the Airport.
- Extended the network services for new building and new location (before and after the construction projects).
- Run, tested the cable quality or speed for category 5, 5e, 6 and Fiber Optic Single-Mode and Multi-Mode.
- Monitored the IT stock, IT inventory, IT assets and spare part on the system.
- Purchased new hardware and spare part for IT Department
- Leaded and assisted IT Project for Siem Reap International Airport.
- All POC testing before applying to the production environment.
- Responded to resolve all customers' inquiries in the Airport.
- Supported the IT Team and airport's operation 24/7 as needed
- Worked with IT vendors and IT sub-contractor who supplied the IT equipment and services to the airport
- Worked with the Azure project

IT SUPPORT EXECUTIVE - FIELD SUPPORT ENGINEER I & II

NET I SOLUTIONS – IT Maintenance Services Company
April 2004 to November 2006

- Provided IT support and maintenance services to Cambodia Airports, Five Star Hotel and Bank.
- Maintained Servers, Desktops, Laptops, Mobile Devices, Printers, Scanners, Copiers, terminals and peripheral devices at client locations
- Installed and monitored Antivirus TrendMicro, McAfee, Norton
- Configured email server MDaemon, Outlook Express and MS Outlook
- Maintained the POS software, hardware and queue systems
- Configured Bright Store backup software, windows backup for Database, File Server and tested the restoration
- Run UTP/STP cable , crimped CAT5/CAT6, punched down patch panels and Jack RJ45
- Administered Local Area Network and Networking troubleshooting.
- Configured switches and routers and networking security
- Created VLANs, Trunk port and Access port on Cisco
- Assigned the IP addresses for a different subnet
- Administered Microsoft Windows Server and Windows Client (Win 2000 , 2003 Advance , XP)
- Configured the AD, DHCP and static IP, DNS, GPOs, File Server, Printer Sharing, patch updating.
- Citrix Server
- Maintained good customer relationships and listened to customers
- Supported and answered the technical questions from users.
- Provided complete and accurate documentation of all support network and infrastructure to clients

• Provided onsite and remote computer and network troubleshooting
• Provided the technical reports to the senior manager for long and short range planning

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DESKTOP SUPPORT SPECIALIST - FIELD SUPPORT LEVEL I & II

PTC COMPUTER Technology - Computer Technology Shop - Phnom
Penh, KH November 2002 to March 2004

(City, Cambodia. https://www.ptc-computer.com.kh/)
• Build new computer
• Installing OS, application software and antivirus
• Computer maintenance services repair (Desktops, Laptops, Printers and peripheral devices)
• Testing new software and hardware
• Configured Internet connection Dial up, DSL, Lease Line, Broadband and email client
• Installing routers, wireless routers, access point and switches
• Run UTP/STP cable , crimped CAT5/CAT6, punched down patch panels and Jack RJ45
• Networking troubleshooting and Microsoft Windows troubleshooting
• Local Area Network Administrator
• Customer satisfaction

EDUCATION

Bachelor's in Computer Science and Engineering

October 1999 to October 2003

SKILLS

- •Dhcp
- •Tcp/ip , HTTP
- •Vmware
- •Vpn
- •Dns
- •Exchange
- •Itil
- •Network
- •Virtualization
- •Voip
- •Wireless
- •Firewall
- •Sql
- •Mobile devices
- •Ftp
- •Deployment
- •Microsoft Windows Server 2000,2003,2008,2012 and 2016 (10+ years)
- •Windows 7, Windows 8, Windows 10 (5 years)
- •Microsoft windows 2000, XP (10+ years)

LINKS

https://www.linkedin.com/in/sokrith-heng-a3064178/

CERTIFICATIONS AND LICENSES

Cisco ICND

Present

Microsoft Technology Associate Windows Operating System Fundamentals And Microsoft Windows Server 2012 Advance Configuration

Present

VMware and Vsphere Configuration

Present

CompTIA Network+ and A+

Present

ADDITIONAL INFORMATION

• Desktop, Laptop and Server deployment
• Microsoft Windows XP/7/8/10
• Microsoft Windows Server 2000/2003/2008/2012/2016
• Configuration AD, User Group , DNS, DHCP, GPO, NTP, FTP,
• TCP/IP Configuration , VLAN and subnet
• LAN, WAN, VPN, Wireless, Firewall
• Office 365 and Microsoft Outlook
• VOIP configuration
• Microsoft Exchange 2010/2013
• Microsoft Office 2010/2013/2016
• SQL
• Ticketing Management System
• VMware, vCenter, vSphere, DR, Hyper-V virtualization
• Hardware DELL, HP, IBM
• Storage NAS & SAN (Netapp and DELL)

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