#### **Tri Cao Nguyen**

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Fountain Valley, CA 92708 [tricaong@gmail.com](mailto:Tri_ng@hotmail.com)

### Objective:

### Seeking a challenging position that effectively utilizes my computer IT Network or Desktop Support Engineer.

**EDUCATION:**

* + - Santa Ana Community College
    - CCNA certified
    - CompTIA A+ Certified
    - Software American Education, Brea CA
    - VMware Certificate

**Computer Skills and others:**

* Windows Server 2003-2012, Windows XP,7,8,10 (apple) Mac OSX 10.4.x to 10.12.x,
* Network Technologies: OSI Layer, TCP/IP model, LAN-WAN architecture, DNS, DHCP, RDS, LogMeIn Pro, Team Viewer, VNC, VOIP( Cisco Phone, Nortel, RingCentral Phone)
* DOS 5.2-6.2 and Unix (RedHat, Fedora ,and SuSe), VMware, Citrix
* Microsoft Office 2003-2016, Peachtree, MS Dynamics Great Plains, AutoCad
* Exchange Server, Office 365, Outlook, Active Directory, Basic SharePoint
* Antivirus (McAfee, Norton, Trend micro, Malwarebytes)
* Open source Ticket system, Remedy, Lotus Notes
* Cisco devices, (routers, Switches), CCTV, SonicWall, Dlink, Netgear, Linksys.
* Veritas, Legato Backup, Ghost, Acronis True Image and migration for windows,

### Professional Experience:

*OCPCMAC PC Consultant (self employee)* April/2018- Present

* Install and setup servers, Desktops, VoIP phone, CCTV, POS for restaurant and pharmacy,
* Maintain servers including(File/Print Servers, switches, DHCP, Backup and migration USMT)
* Managed User Accounts in Active Directory and other all platform (Creation, Deletion, password reset, Permissions, including Outlook mail, Office 365, remote and VPN Access).
* Travel to setup network in new offices; support remotely for users via TeamViewer,

**Sentinel Offender Services** - **Network Administrator/Desktop support**April/ 2016–April/2018

201 Technology Dr, Irvine CA 92618

Glen Huang Supervisor 800 589 6003

* Administrating servers including (Linux, VMware, File/Print Servers, DNS/RAS Server, DHCP, VPN server, SharePoint, Backup and migration USMT)
* Managed User Accounts in Active Directory and other all platform (Creation, Deletion, Permissions, including Exchange Office 365, distribution lists and VPN).
* Upgrade desktops and laptops, migration, printers, other IT equipment, and inventory.
* Administration and ensuring connectivity of a 250+ node LAN
* Utilized ticketing system, phone and email to provide technical and documents
* Managed Cisco Call Manager system and setup/remove/passwords new phone extension
* Support users Ipad, Iphone, tablet and android phone including emails and contacts.
* Travel to setup network in new offices with 20+ PCs, internet, equipment and support remotely to office users via Team Viewer,

USBIOMEDDEVICES IT field support Oct/2009– April/ 2016

11623 Slater Ave, Fountain Valley, CA 92708

Don Nguyen Supervisor (714) 686-2446

• Travel to small business fix computers, network issues, printers, Cabling, and related.

• Data recovery, remove viruses, restore data for PC, Mac user.

• Install Mac OSX, internet connection Wireless devices, wireless printers,

• Utilize LogmeIn, VNC and Teamviewer

***HEWLETT PACKARD / BITFONE-*** IT support Engineer April/2007- Sept/2009

32451 Golden Lantern, Suite 301 Laguna Niguel, CA 92677

Manager: David Schechter IT manager of HP (770) 343-3301  
Michael Nash Director of Operation of Bitfone/HP (650) 387-7007

* Managed **HEWLETT PACKARD** and **Bitfone servers(acquired by HP)**
* Maintained all servers, Solaris, Linux, workstations, laptops and printers
* Configuring Cisco switches and add more workstations
* Troubleshooting LAN/WAN connections and configuring VPN clients for users.
* Managed Active Directory, Exchange Server and FPT server (add, remove, delete) accounts
* Surveying sites in preparation for hardware upgrades
* Help Desk / End-user support for hardware, software
* Maintained inventory of IT assets, Telephone PBX and Smart phone.
* Maintained system tape backups and implemented disaster recovery plan.
* Environment: Windows server 2003, Windows server 2008, Active Directory, DHCP. DNS, Exchange Server 2003, Microsoft Visio 2002.

**BITFONE** IT support Engineer Jan/2005-April/ 2007

32451 Golden Lantern, Suite 301 Laguna Niguel, CA 92677

Michael Nash Director of Operation at Bitfone (650) 387-7007

* Assisted in maintain Cisco Routers, Wireless, Switches and Dell servers
* Help Desk / End-user support for hardware and software.
* Administered user accounts and maintain over 12 servers including server 2003, Solaris, Linux Exchange Server 2003, Active Directory, and SQL Server, Install, upgraded OS and applications
* Inventory database to track computers and other equipments
* Training and support for over 200 +people
* Work with Colocation servers regularly
* Daily Backup servers using Veritas and Legato.
* Worked on the Help Desk to provide support for software, printing, and network access issues
* Setup VPN and support users, and remote users via phone,
* Responsible for all PC, MAC laptops. and wifi, Hand phones, Black berries ,scanners, laser printers, handkey II (security system) and related equipment
* Maintain PBX Phone system and manage user (add modify and remove),
* Prepare robots for audio and video conferencing (Polycom) meeting and related equipments.

**PERSONAL STATUS:** Married, US Citizen,  
**REFERENCES:**

1. Subin Antony IT Manager of Sentinel (949) 929-9458
2. Glen Huang IT manager vice president of Sentinel (949) 338-7912
3. Michael Nash Director of Operation of Bitfone /HP (650) 387-7007
4. Jason Penkethman Vice president of Operation of Bitfone/HP (949) 394-8887
5. David Schechter IT manager of HP (770) 343-3301



