**TUAN H. PHAM**

**TECHNICAL & SOFTWARE SKILLS**

Expert level skills in Microsoft Excel, Word, Access, PowerPoint, Outlook, Project, Visio, Quicken, QuickBooks, Lotus, Adobe, Connectwise, Fortinet Hardware; Advanced skills in Microsoft Configuration Manager, Active Directory, BMC Track-IT, Solarwinds, U-Govern IT, Citrix Receiver, Citrix Director, VMware VSphere, VM Airwatch, ESXI, Veritas Backup Executive, Symantec Encryption and Endpoint Protection, Symantec Ghost, Macrium Reflect, Palo Alto, Exchange Server, Windows Server, Interactive Intelligence, Great Plains Dynamics, MAS500, MAS90, Peachtree, Roster NT, Powershell, Group Policy Editor, Alpha & numeric data-entry skills, 13021 KPH, 10-Key by Touch; Type 70 WPM; A/V setup and installation, Video Conferencing, Expert-level computer skills, i.e. networking with Cisco and Extreme switches or AP’s, data recovery, I.T. Tech-support, & Windows troubleshooting, i.e. virus & spyware control, computer upgrades, etc., website design, graphic designing w/ Adobe Photoshop, Illustrator, & PDF designing.

**PROFESSIONAL EXPERIENCE**

**NetEffect, LLC** *Tier 2 Engineer* -06/18 to Current

MSP experience supporting over 70 different small to medium size businesses, utilizing Connectwise for billing and time entries.

Building and maintaining VMware environments, beginning with an ILO server integrated with an ESXI Host that builds out several VM servers from the DC, File Server, Print Server, and/or Web Server.

5 years+ experience with building and supporting Dell and HP Laptops, Desktops, and Printers whether it be parts replacement and/or upgrading hardware.

Windows imaging & update technologies (WDS, MDT, WSUS) with experience in backups: cloud or local based.

Migration from Windows 7 to Windows 10 for all types of laptops or desktops.

Data transfers between devices & application installation/configuration.

Excellent communication skills and attention to detail, especially with client contact. Accountable and proven troubleshooting skills.

Onsite network infrastructure experience from setup to monitoring. Experience in network assessments, to building the whole network out: From the D-Marc plan with the ISP, to setting up the firewall, with SSL VPN and IP SEC tunnels, to setting up the network, VLANs, static routes on the managed switches, setting up the domain servers that the clients will all connect to, and implementing the RMM.

Active Directory setup and administration with synchronization to the Azure Active Directory. Setup and administer Office 365, Exchange, SharePoint, Teams, Barracuda backups, email filter, Sentinel, and encryption.

Server migrations and decommissioning. Servicing line of business apps, such as Sage, QuickBooks, PCLaw, Needles, etc.,

VOIP Server and client setup. Creating the auto attendants, schedules, call routes, call appearances, and call queues with DID’s, outside lines, and the network setup. Proficient with AllWorx servers and handsets.

**American Advisors Group** *Enterprise Infrastructure Administrator -09/14 to 06/18*

Maintain and administer domain network using a variety of network monitoring tools, such as Solarwinds or other firewall applications.  
All Active Directory administration, from file permissions, user account setup or maintenance, unlocking accounts new hires and terminations.

Managing organizational units and maintaining manager and direct reports through Active Directory, which synchronized to the Company’s SharePoint Intranet site.

Backup management using Backup Exec, VM Server setup, Windows patching, and server rebooting.

All Microsoft Exchange Server administration from email setup, dynamic distribution list setup and managing security groups. Exchange calendar permissions for Outlook room scheduling and meeting coordination via PowerShell Scripts, WMI, or cmds.

Distribution and Security group setup with memberships through Active Directory or Exchange Management Console.

VPN User setup under Palo Alto firewall and account setup with Duo 2-factor authentication.

Creating Citrix Virtual Desktops which integrated directly into the Domain and managed through a VMWare server.

VMWare AirWatch Agent installations for mobile device management with VMWare Boxer for iPhone and Android company email setup.

Network infrastructure designing and installing Extreme and Cisco Switches, Routers, and AP's.

Installing 2 Post and 4 Post Server Racks, switches, and Smart APC UPS.

Creating a real-time roster in an Excel spreadsheet for the Facilities Dept. that queried the Active Directory database to include up to date new hires, terminated employees, the computer name, logon times for each cubicle number, drop number, and switch port assigned.

Configuring Client, Mgmt., Server, or Printer VLAN's for port switching on Cisco and Extreme switches through CLI or Web GUI.

Layer 3 routing and updating Cisco and Extreme Network switches to the latest firmware by creating a TFTP server to upload the file for the switch to download from.

Setting up print servers and adding printers with static IP’s through the server's print mgmt with specific user or group permissions for access.

SIP softphone provisioning, creating new telecommunication accounts with company extensions, and setting up IP Phones, Polycom conference phones all utilizing Interactive Intelligence telecommunications software.

Mapping out IDF Rooms with rack, switch, firewall, MPLS router, and server placement on 2 and 4 post racks.

Visualizing network architecture and then creating a diagram using Visio to explain how packets will flow from the switch to the Palo Alto firewall, MPLS, gateway, and then to the Internet.

Making global system changes via Group Policy or running PowerShell scripts to update a specific group of computers or users.

Troubleshooting Windows 7, 10 operating systems and MAC OS.

Perform maintenance tasks, configuration, troubleshooting, and upgrades of Windows or MAC desktops, laptops, fax machines, copiers, printers, monitors, VOIP phones, and mobile phones  
Aid with escalated tickets, conduct training to other departments, staff members, and executives on the use of Company software, equipment, or anything computer related.  
Became the only desired technician for all High-Level Executives, when support is needed. i.e., Backing up the Chief Executive Officer's most important photos from his MacBook to an external drive or migrating his iPhone data and contacts to the latest iPhone model.  
Accurately record, update and document all work orders, incidents, tickets, and solutions using Help Desk ticketing systems, such as Service Desk, Track-IT, U-Govern-IT, or Solarwinds Help Desk.

Meet and exceed all expectations, stated Service Level Agreements, deadlines, or even last-minute requests.

Take ownership of issues by carrying out problem analysis to implement fixes without losing time on production or data and escalating incidents to other support teams where necessary.  
Recommending upgrades to systems, responsible for the initial testing when new equipment is procured, and then standardizing the default configurations.  
Solely responsible for creating the computer imaging process through the Macrium Reflect and creating a universal Windows PE boot image in a PXE environment, which allowed desktop technicians to image up to 30 new computers in 10 minutes.

Configured laptop or desktop images through Microsoft Configuration Manager loaded with company brand software, Windows updates, Bit locker disk encryption and endpoint protection.

Built an inventory database using Microsoft Access for the company to record asset ownership for all the equipment that the I. T. Department would deploy for over 1300 employees.

Audio and visual presentation setup for remote sites using Go-to-Meeting or Go-to-Webinar.

**Gregory G. Petersen, A Law Corporation** *I.T. & Accounting Consultant-06/13 to 08/14*

Set-up & maintained accounting processes in QuickBooks Online Plus.  
Provide software and hardware configuration according to business requirements  
Set-up & maintained Merchant account for automated recurring billing and customer information management.  
Legal case management & matter set-up utilizing Elite ProLaw.  
Database setup for legal billing in Elite ProLaw.  
Kept in constant touch with vendors to resolve problems as quickly and efficiently as possible.  
SIP phone configuration & troubleshooting failures in connection due to network or service provider issues.  
Set-up of Windows remote desktop connection for troubleshooting home network or file sharing.  
Desktop support & troubleshooting network connectivity.  
Identify conflicts and provide effective solutions to minimize repetition of similar conflicts  
Updated the existing systems and applications with improved functions to enhance overall productivity  
IP configuration for printers & scanners for network access, as well as, desktop support for connection to such devices.  
Vendor account payables, accounts receivables, & bank reconciliations.  
Client database set-up to calculate & collect pertinent case information  
Form spreadsheets to store payment histories & to calculate total monthly retainers collected from clients.

**Disc Jockey** *Q’s Lounge & Various Venues & Lounges-05/11 to Current*

**Triminio Law** *I.T. & Accounting Consultant-06/09 to 06/11*

Generating links in website forums, directories, & blogs to increase traffic & exposure to the company website.  
Creating automated pdf templates for various documents, forms & spreadsheets to systematize client processing & proper accounting of funds.  
Implementation of customer relationship management procedures to properly record client contact, as well as, notating client activity within the company’s CRM database.   
Set-up & maintain all computer systems, software, phones, networks, & databases.

**Laurel Law Group** *I.T. & Accounting Consultant-09/08 to 06/09*

Set-up & maintained all computer systems, phones, networks, & databases.

Reconciled operating & trust accounts, resolving any discrepancies, i.e. incorrect transfer of funds.

Implemented day-to-day procedures for proper daily accounting to function properly with the QuickBooks accounting database.

Implemented customer relationship management procedures to properly record client contact, as well as, notating client activity within the company’s CRM database.

**EDUCATION**

South University, Pursuing Bachelors in Science for Information Technology, 3.3 GPA

Houston Community College, Accounting Major, 3.5 GPA, Attended 2 years.

General Lines - Life, Accident, Health & HMO License in Texas

Advanced Diploma at Hastings High School with a 3.6 GPA