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| Michael Vu  319 Maynard Ave S, Seattle Washington 98104 · 240-678-6939  Mikevu46@gmail.com · www.linkedin.com/in/michaelvu46 |
| System and Support engineer with 4+ years of experience, adept at maintaining key systems and resolving complex issues. |

# Experience

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| November 2018 –June 2020Support Analyst, 343 Industries/Xbox Game Studios Supported 343’s Fireteam in Perforce and Azure administration. Set up Signiant for site to site transfer between 343 and partner studios. Created documentation for Signaint, FTP and new user configuration. Supported new game studios transitioning into Microsoft. Configuration and documentation of Perforce and Palo Alto firewalls for Microsoft Games Studios   January 2017 – January 2018Network Engineer, Cobaltix Acted as Servicedesk lead and managed a team of four to provide 24/7 support for clients. Solved client’s IT issues – determined changes, recommended quality software, decommission of equipment. Responsible for documentation on internal lab network and onboarding process. |
| September 2016 – December 2016Technical support analyst, California institute of intergral studies Worked on a team of three troubleshooting issues for 300 end users. Responsible for all onboarding and Mac related issues. Transitioned faculty from desktops to virtual machines. Helped move from local exchange server to Office365. October 2013 – august 2016System admin intern, cisco |

# Education

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| May 2016Computer Science, University of Maryland, Baltimore county |

# Skills

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| * Programming languages: Java, Python, and MySQL * Active directory and device management * Administration of Office365, VMware and Solarwinds MSP | * Writing test cases, documentation and scripts * Organizational and time management skills * Excellent communicator |