**Son D. Nguyen**

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| **objective** | | | |
|  | | A highly organized individual with 10+ years of experience in managing and maintaining corporate networks and systems seeking an IT specialist position for a fun and friendly company. | |
| **EDUCATION** | | | |
|  | | **California State University of Long Beach**  Bachelor of Arts in Management Information Systems(2007)   * Overall GPA 3.5 * Cisco Certified Entry Networking Technician Certified CCENT(2008) * Cisco Certified Networking Associate Certified CCNA (2009-Present)   **Coastline Community College**   * Overall GPA 3.82 * A+ Hardware/Software Course Completion * Management/Maintain Microsoft Windows Server 2003/2012 Course Completion * Cisco ASA/Network Security Course Completion * VMware vSphere 5.1/6.0 Course Completion * Netsuite OneWorld 2016 Course Completion |  |
| **professional experience** | | | |
|  | **McGuff Medical Inc., Orange County**  **IT Specialist**   * Provide remote/on-site desktop support for all local and remote users (~150) * Maintain Shoretel VOIP system * Manage and maintain multi-site and multi-vlan network using Cisco, Barracuda, and Aruba HP network devices * Perform local/remote server backups using Veritas Backup Exec and Veeam Backup and Replication * Manage\Setup VMware systems (ESXi 5.5-6.5, vCenter 6.5) * Administer all Windows Servers(2003-2016), including Microsoft Exchange, Active Directory, File Services, DHCP, DNS. * Manage and maintain SAGE ERP\CRM system * Comply with FDA regulations regarding IT upgrades and documentation   **Century Business Services, Orange County – JSerra High School**  **Level 2 Network/Desktop Support Technician**   * Provided remote/on-site desktop support for all staff and students (1,300+) * Documented and improved data and voice networks, firewall configurations * Performed local/remote server backups using Datto Sirus software * Managed and maintained VMware systems (ESXi 5.1-6.5) * Administer all Windows Servers(2003-2016), including Office 365 Exchange, AD, File Services, DNS. * Completed new Aerohive wireless network installation (100+ access points) * Managed and maintained Schoology (Student and Staff portal)   **South Coast Computers, Orange County**  **Network/Desktop Support Technician**   * Provided remote/on-site desktop support for all clients by phone and online chat * Documented and improved network design, firewall configurations * Performed local/remote server backups using Veeam Backup & Replication software * Managed\Setup VMware systems (ESXi 5.1-6.5) * Administered all Windows Servers(2003-2016), including MS Exchange, AD, File Services, DNS. * Performed email migrations to Office 365 * Managed storage devices including SANs (Dell MD3200 series), NAS (Synology), and cloud storage (Carbonite, Dropbox, etc.)   **Andek Staffing/Kingston Technologies, Orange County**  **Technical Support**   * Provided technical support for Kingston’s complete product line which includes SSD Drives, USB drives, Memory Modules and Gaming Peripherals * Documented and supplied technical solutions using Kingston’s inhouse CRM system * Communicated to customers by phone, email and online chat * Performed testing of new products and provide analysis to product managers * Utilized Lotus notes for email, calendar access, and messenger chat   **Dogswell, Los Angeles**  **IT Administrator**   * Provided helpdesk support for 50+ users through telephone & email * Managed network upgrades for new office (installing new CAT 6 cables, network design, documentation) along with upgraded Cisco routers and switches * Maintained hosted Exchange 2010 email server, Windows Server 2003/2008/2012 * Configured and maintained remote backups * Provided support for company cell phones including Blackberries using Blackberry Enterprise Server, iPhones with ActiveSync * Maintenance and installation of Polycom VOIP phones * Administor and manage Netsuite account for 30+ users * Netsuite experience in workflows, custom forms, troubleshooting, importing\exporting data, user role configuration.   **Play N Trade Videogames, Newport Beach**  **IT Desktop Support**   * Provided solutions to everyday desktop issues such as software installations, hardware replacement/installations, connecting to network servers/internet, transferring data between computers, etc. * Documented network with diagrams and also maintain them as upgrades implemented * Assisted clients/employees/managers verbally over the phone * Maintained and installed updates to the company website whenever changes are needed * Monitored and regulated network bandwidth use * Completed installation and maintenance of corporate VOIP phones | | Apr 2019 - Present  Feb 2018 – Apr 2019  Jan 2017 – Nov 2017  Aug 2016 – Jan 2017  Jan. 2009 – July 2016  June 2008 – Jan. 2009 |
| |  | | --- | | **skills**   * Proficient with Microsoft Office 2007-2016 suite including Word, Excel, Outlook, Access, and PowerPoint * Proficient with Microsoft operating systems: Windows XP, Vista, 7/10, Windows Server 2003-2016 * Proficient with configuring/maintaining core network services such as Active Directory/VPN/File/DHCP * Proficient with configuring/maintaining CISCO IOS/SonicWall/Aruba HP routers and switches * Proficient with configuring/maintaining Microsoft Hyper-V and VMware vSphere 5.0-6.5 * Ability to maintain documentation of network infrastructure * Languages spoken: Vietnamese and English * CCENT & CCNA Certified * Excellent communication skills (verbal and written) * Netsuite Administrator experience (2 years) * References available upon request | | | | |
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