



# TRAN AI VAN

## IT INFRASTRUCTURE LEADER

### CONTACT



[REDACTED]



[REDACTED]



187/1 An Binh Street,  
District 5, HoChiMinh City

### SKILLS

- Network & System Administration
- Cybersecurity & Compliance
- Cloud & Virtualization Technologies
- Disaster Recovery & Data Protection
- IT Project Management

### LANGUAGES

- Vietnamese (Native speaking)
- English (Intermediate)



### SUMMARY

I have over 10+ years of experience in the field of IT Infrastructure. I am working as a National ICT Supervisor, and I have a Bachelor's degree in Computer Science. I am seeking an opportunity where I can contribute my skills, and I am confident that my professional experience makes me a perfect candidate. With a genuine passion for IT and a consistently positive attitude, I am convinced that I would make a good contribution to your company.



### WORK EXPERIENCE

#### SOS Children's Villages Vietnam

2023 - PRESENT

National ICT Supervisor

- Ensuring the operation of above 50 IT networks and providing nearly 300 co-workers and above 800 endpoints with technical support in order to access and work with the IT system.
- Implementing cloud-based Desktop and Mobile Device management tool - Microsoft Intune.
- Enhancing system security by installing the Data encryption tool and Installing antivirus system.
- Configuring, managing, and monitoring Meraki network devices including Firewall, Switch, and Access Point.
- Installing CCTV Camera systems for all the facilities.
- Tracking, monitoring, and fixing security vulnerabilities to ensure information security for the entire system by Nessus, Meraki, PRTG, and Intune.
- Establishing scheduled tasks to backup data and system for emergency disaster recovery.
- Planning and monitoring IT budgets in the facilities.
- Searching, piloting, and deploying Action1 tools - OS and Third-Party Application vulnerability patching tools.
- Piloting, and deploying AnyConnect VPN tool to protect laptops using the Internet from outside the office.
- Planning, testing, and implementing an Asset management system to manage the assets of all the facilities.
- Providing Information Security and AI tools training courses for Co-workers.
- Performing CIS Security Standards and developing IT security policies, procedures, and documents.

#### AI Power Company

2019 - 2021

IT Infrastructure & Helpdesk Leader

- Planning and setting up Network infrastructure.
- Configuring and managing Firewall equipment, and site-to-site VPN tunnel over the Internet.
- Installing and managing Domain Controller, File Server, Virtual Machine Server, email systems, antivirus system, security tools, etc.

## EDUCATION

- Bachelor's degree in computer science of Ho Chi Minh City Open University
- Certified MCITP-EA (equivalent MCSE) of Microsoft
- Certified CCNA of Cisco
- Certified Web Developer of Matrix Master Academy in The Netherlands (HTML, JavaScript, React, WordPress, Nodejs, Python)

## ABILITIES

- Hard-working, responsible, and patient
- Work under pressure and challenges
- Strong teamwork, organization, and priority skills
- Able to demonstrate a high level of integrity and initiative

## SALARY

- Current salary: 1100\$ gross
- Expect salary: Negotiable

- Establishing scheduled tasks to backup data and system.
- Setting up laptops, desktops, and software for end users to ensure data security and network access.
- Setting up Print Server, Camera System, PABX system, etc.
- Testing, piloting AI Fire Detection and Alert System with CCTV Cameras.
- Providing advanced support for special project requests, and serious problems. Consulting IT security policies, procedures, documents, and system integration.

### Vietnam Food and Beverage Service Company 2011 - 2019

Deputy IT Manager(Network & System Infrastructure)

- Responsible for IT infrastructure including Network, System, Helpdesk, and integration of all systems to achieve operation and stability.
- Planning and building Network infrastructure for Head office, Branches, and Restaurants.
- Planning and implementing Multisite Domain, Active Directory, network monitor tools and Group Policy.
- Installing and managing Domain Controller, Additional Domain Controller, Multi-Domain, File Server, Microsoft Exchange Server, Antivirus Server, Virtual Machine Server, Azure, and Radius Server.
- Configuring site-to-site VPN tunnel over the Internet (above 100 sites).
- Working with ERP team to setup SAP server and go live SAP system.
- Establishing scheduled tasks to backup data and system for emergency disaster recovery.
- Coordinating with the vendor to install and improve the POS system and Web ordering system.
- Installing and controlling support ticket system.
- Supporting end-users with computer-related problems such as business software, hardware, system, network, and security.
- Training and coaching team members on a new IT system.
- Developing IT security policies, procedures, and documents.

### Indochina Airlines 2008 - 2011

IT System & Network Manager

- Planning and building Network infrastructure for the Head office, Branch office and ticket offices.
- Planning and implementing Active Directory.
- Installing and managing Domain Controller Server, File Server, Mail Exchange Server, etc.
- Implementing Firewall, Proxy, and VPN connection.
- Enhancing system security by installing Antivirus, WSUS.
- Managing and troubleshooting VoIP Contact Center to support Customer Service Center.
- Enforcing and controlling IT standards, policies, and procedures for security.

### AVON Cosmetics Vietnam Company 2005 - 2008

IT Specialist

- Setting up, maintaining, and improving network infrastructure.
- Configuring and managing Cisco routers, switches, and firewalls.
- Configuring secure wireless devices such as Linksys, and Cisco Access point.
- Enhancing system security by installing Antivirus, WSUS.
- Installing, managing, troubleshooting, and monitoring Windows 2003 Domain Controller, DNS, DHCP, FTP, File Server, Mail Lotus Notes, Printer Server, Remote Desktop, NAT, Radius Server.
- Collaborating with Global to install and go live Microsoft Dynamics Axapta system.
- Maintaining and repairing computers and the PABX system.