Nguyen Tan Tai

IT System Administrator

Date of birth: Feb 15, 1995

Gender: Male

Ho Chi Minh City, Vietnam

EDUCATION

Nov 2013 - Apr 2018	**Tay Do University** Major: Information Technology

WORK EXPERIENCE

Jun 2018 - Oct 2019

FPT CO., Ltd

IT helpdesk – Outsourcing for Bosch RBVH company.

+ Provide technical support via phone, email, and chat to over 200 internal users.

+ Handle and resolve hardware, software, and network issues within the committed timeframe.

+ Deliver the devices purchased by Bosch.

+ Installing and setting up computers for new employees at Bosch.

+ Recovery and clear data from computers of departing employees.

+ Manage IT accessories.

Nov 2019 - Jul 2021

LTA., Ltd

IT helpdesk & IT admin – Outsourcing for Bosch HcP company.

+ Receiving and addressing user issues via phone, email, chatting and ticket system to over 200 internal users.

+ Process failure tickets with SMT system

+ Installing, Delivery, setup device for new user

+ Recovery and clear data from computers of departing employees.

+ Manage and report IT equipment inventory to the manager.

+ Configure scanners, printers.

+ Making plans for IT equipment procurement and working with Bosch's clients.

+ Manage TV systems.

Aug 2021 - Mar 2022

Hitachi Vantara Vietnam

IT Support Technician

+Technical support: hardware and software, printer, projector, video conference, share point, company portal,

	+ Provide technical support via ticket system, email, and chat to over 400 internal users.
	+ Handled and resolved hardware, software, and network issues with a success rate of 98% in the shortest possible time.
	+ Support new users regarding IT cases: PC, hardware, software.
	+ Writing documents/guidelines for new applications.
	+ Trained users in new software and applications to enhance work productivity.
	+ Checking IT device and IT accessories inventory monthly.
Apr 2022 - Present	**Network Engineer & System Administrator:**
	+Configuration Cisco Switch, FortiGate Firewall.
	+O365
	+VMware, GIT, SVN system: Creating, decommission and managing.
	+Creating document instructions.
	+Periodic inspections every three months: DNS, static IP, VM, SVN. Security:
	+Windows patching monthly.
	+Qualys patching vulnerabilities.
	+Installation, monitoring and updating Sentinel One, Qualys application on production.

ACTIVITIE

Jan 2014 - Jan 2015	**HoChiMinh Communist Youth Union of the Faculty of IT8**
	Member of the Executive
	Committee of class IT8
	Organize outdoor activities.
	Launch the movement.

SKILLS

Language	English: Sufficient English language knowledge
Communication	Effective communication and presentation skills
System	SCCM, Service Now, VMware, Windows server 2016

INTERESTS & ADDITIONAL INFORMATION

I like soccer, swimming, and reading books.
I am honest, straightforward, enthusiastic, eager to learn, and committed to self-improvement.