



NGUYEN TRUNG HIEU

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About me:

- Short-term goal: I want to find a place where I can apply the knowledges I had learned to help businesses and develop myself in the field of networking.
- Long-term goal: After 3 years of working, I want to have more certificates and become SOC tier 2

EXPERIENCE

APRIL / 2023 - JULY / 2023

SUNRISE TECHNOLOGY INFORMATIC COMPANY LIMITED

INTERN IT HELPDESK

Configure and install devices

- Firewall Fortinet, PfSense, Kerio, ...
- Router Ciso , Switch Cisco
- Router Mirotik
- NAS Sysnology
- Hardware PC

OCTOBER/2022 - APRIL / 2023

MAT BAO BPO JOINT STOCK COMPANY

CUSTOMER SERVICE

- Support for user issues
- Record and report user issues
- Support for new users

EDUCATION

APRIL/2022-FEBRUARY/2024

FPT JETKING COLLEGE

- Hardware and IoT
- Network Administraton & Security
- Cloud Management & Security
- Cloud & CyberSec Management

SKILLS

- Router :
 - DASAN
 - TP-Link
 - Mikrotik
- Firewall :
 - Fortinet
 - Palo Alto
 - PfSense
- OS : Window – Server ,Linux

CERTIFICATIONS

- June 11 2023 : NDG Linux Unhatched course in the Cisco Networking Academy
- Jul 15 2023 : NDG Linux Essentials course in the Cisco Networking Academy
- Aug 4, 2023 : Introduction to Microsoft Azure Cloud Services
- Aug 3, 2023 : Microsoft Azure Management Tools and Security Solutions
- Aug 4, 2023 : Microsoft AzureServicesandLifecycles
- January 26 , 2024 : Higher Diploma in Cloud & Cybersec Management (HDCCM) – FPT Jetking