

CURRICULUM VITAE

Application for:

Contact Center Engineer

Place of work:

Ho Chi Minh City.

Salary: I expect my NET salary around 1000\$

I. CAREER OBJECTIVE

The desired location in the future: Telecom
Industries: Telecom
Job status: Full time
Type of employment: Permanent



Object:

- I am finding the job in Telecom and IT network. The job has always innovation and good opportunities for advancement in the future.

II. PERSONAL INFORMATION

Full Name NGUYỄN PHƯỚC THỌ		DOB (dd/mm/yyyy) 04/03/1984	POB :LONG AN
ID Number 023558564	issued date 15/01/2014	at HCM. City	Nationality Việt Nam
Gender Male	Marital status Married		
Contact address 1/5 quarter 1, Tan Thoi Hiep ward, District 12, HCM city			Mobile: 0907662169 e-mail: thonguyen1984@gmail.com

III. ACADEMIC QUALIFICATIONS

Year of Graduation	Name of Institution & Faculty	Name of Faculty	Qualification	Average point graduate	Length of Program
2005	Information Technology College HCM city	Electronic and Telecommunication	College	7.1	3 years
2008	Posts Telecommunications Institute of Technology	Electronic and Telecommunication	University	6.6	2 years

	HCM city				
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IV. TRAINING AND OTHER COURSES

Obtained Year	Name of Course	Conducted by	Certificate	Duration
2010	TOEIC	Duong Minh language school	TOEIC 500	6 months
06/2010	Planning and optimization mobile network	Cybercom group in Singapore		1 week
2012	CCNA	Vnpro computer Center	CCNA certificate	4 months

V. WORKING EXPERIENCES

Only for the worked applicants, please fill in your duty that you were assigned following the lasted working time

From month/year to 05/2016 to present	Company's name: SOFTFRONT VIET NAM (Belong to SOFTFRONT JAPAN) <i>Fields of operation: VoIP Telephone exchange, IP phone, IP camera.</i>	Job title : System intergration engineer Field: Hardware and software
Main duties : <ul style="list-style-type: none"> - I'm professional in Brekeke PBX. - Support for sale team. - Plan the solution for VoIP telephone exchange system. - Build system VOIP (FreePBX, Elastix, Brekeke), web server, video conference server. Use SIP technology. - Setup Linux, Centos, Ubuntu server, VPS, VMWARE - NAT IP, NAT port, firewall for server (iptables, ufw, csf). - Config https, SSL for web server, Tomcat , Apache. - Network/Security, Microsoft (windows, office), Vmware (EXSI), Java, Tomcat, Apache, MySQL. - Setup VOIP gateway (Mediatrrix, Grandstream..). Setup IP phone (Yealink, Grandstream) - Setup IP camera (use RTSP, HTTP..). - Presale and after sale. Take care the service for the customer. 		

From month/year to 04/2016 to 05/2016	Company's name: Đinh Quang Telecom <i>Fields of operation: VoIP Telephone exchange, IP phone, IP camera.</i>	Job title : Solution engineer Field: Hardware and software
Main duties : <ul style="list-style-type: none"> - Find and meet the customer, to get the requirement from the customer. - Plan the solution for VoIP telephone exchange system. - Setup the VoIP telephone exchange system, IP phone, IP camera. - Plan the BoM of project. - Support the technical for agencies. 		
From month/year to 09/2008 to 03/2016	Company's name: Indochina Telecommunication Technology joint stock company (ITT) <i>Fields of operation: Telecommunication</i>	Job title :Project Engineer Field: Radio network optimization, software, hardware
<p>I can use some special software in RF as: TESM INVESTIGATION, TEMS DISCOVERY DEVICE, NEMO OUTDOOR, NEMO ANALYZE, ATOLL, ACTIX for planning, test and analyze. Export and analyze KPI from OMC.</p> <p>Main duties :</p> <p>I have 6 years experience in telecommunication field, optimization and installation mobile network .</p> <p>Main duties :</p> <ul style="list-style-type: none"> - Planning mobile network. - Optimize the network checking the site configuration, making logical configurations and making the neighbors lists for the new stations. - Analysis of OMC statistics for maintaining Network KPI's. - Neighbor Analysis and Planning. - Maintaining Handover & Other parameters for meeting KPI's. - Drive-test the quality network (Nemo outdoor, Tems Investigation). - Testing and commissioning BTS (GSM/WCDMA). - Propagation Prediction for Best Sector/sector and interference. - Site survey before installing base station. - Analyze logfile data after testing and find troubleshooting. - Make technical proposal for outdoor project. Some Project: VSIP, Đồng An, Hòa Phú, Tân Tạo Industry, Phú Mỹ Hưng, Metro 1 (Bến Thành Suối Tiên). - Supervise the installation BTS, MU RU, optical transmission. - Self research some Object as: Small cell, wifi backhaul, C-RAN, RFID, Main remote BTI... - Install VMware, Linux Red Hat, configure and troubleshooting.. - Setup PC and server. - Backup and Storages <p>These projects symbolize as :</p> <p><u>Project name: Enlosure Outdoor for BTS</u></p> <p>Year: 01/2016 to 03/2016</p> <p>Client and location: Mobifone in HCM</p> <p>Main duties:</p>		

- Project manager.
- Take care project, contact point with customer.
- Report to the Mobifone about progress of project.
- Push the staff to finish soon the project.
- Propose the materials to install.

Project name: Booster Comba trial

Year: 08/2015 to 12/2015

Client and location: Mobifone in HCM

Main duties:

- Contact point in the project between Comba telecom and Mobifone.
- Prepare solution and calculate BoQ.
- Monitor the installation and send the report via mail.
- Commis Booster and optimize parameter, let booster work fine
- Drive-test the coverage, check the coverage how far.
- Writing report.

Project name: Voice over Wifi system

Year: 05/2015 to 08/2015

Client and location: Mobifone in Hà Nội

Main duties:

- Setup and install Server (install Vmware, RedHat, Debian OS)
- Configure and troubleshooting hardware.
- Install and configure Voip system, SBC sever, Active server.
- Test client app on android Device.
- Assist oversea enginner in the project.

Project name: Main Remote Tân Tạo Industry 2014

Year: 01/2014 to 09/2014

Client and location: VMS2 (project: Main Remote)

Main duties:

- Design Main Remote system for Mobifone network to coverage Tan Tao Industry area. Use Rosenberger equipment.
- Supervise the installing Main and Remote Unit
- Supervise the install optical fiber and solder optical fiber.
- Commissioning Main and Remote system.
- Drive test and analyze the logfile to check coverage, overshooting. Make report.

Project name: VMS2/ITT site audit 2013

Year: 03/2013 to 12/2013

Client and location: VMS2 (project: audit 252 sites)

Main duties:

- Drive Tests analyses : 252 sites.
- Audit 252 sites
- Check hardware, adjust antenna azimuth, check/fix swapped feeder.
- Write report.

Project name: Benchmarking Voice and Data VMS2

Year: 2012 to 02/2013

Client and location: VMS operator.

Main duties: Project manager, Radio optimization, drive-test log file analysis, and recommendations, Prepare final report to customer.

Project name: VMS2/NSN 478 sites reused Ericsson

Year: 2011

Client and location: VMS2 (project: 478 sites reused)

Main duties:

- RF Planning and Optimization for 478 sites reused (3G and 2G) in HCM city.
- Engineering parameter planning.
- Scrambling code planning, 3G-3G & 3G-2G neighbors planning.
- Drive Tests analyses with Actix.
- Best server, Ec/Io analysis, pilot pollution reduction, overlapping cells optimization, missing neighbors detection.
- Parameters modification to get the requested KPI's (Accessibility, Retainability, Mobility).
- Responsible for 2G (GSM, DCS) new sites integration, planning and optimization.
- Perform drive test, analyze log files and give recommendations: adjust antenna azimuth, check/fix swapped feeder, adjust parameter to avoid ping-pong HO and load sharing between GSM and DCS cells.
- Monitor and improve network KPIs, resolve worst cells KPIs.
- Prepare and present RNO final report to customer.

Project name: 500 sites Alcatel

Year: 2010

Client and location: VMS Mobifone center 2 (project: add new site in 8 province of South-east Vietnam)

Main duties:

- Responsible for 2G new sites integration, planning and optimization.
- Key communication point between operator's Technical Department and RNO team.
- Communicate regularly with operator to update on project status and issues.
- Radio network optimization: improve bad cells KPIs, based on drive-test log files analysis to do site re-engineering (antenna azimuth, tilt), LAC re-design.
- Technical site visit, drive-test and give recommendation for trial concentric cell deployment in VMS network.
- Study and maintain neighbor list (check and fix too short and too long neighbor list), parameter changing to solve ping-pong HO and load sharing for cells.
- Parameter audit for whole network.
- Present final report to customer.
- Technical support

Project name: VMS2/TTCI RNO

Year: Nov 2009

Client and location: VMS Mobifone center 2 (project: drive test and turning site in South-east Vietnam)

Main duties:

- Responsible for improving bad cells (spread over 5 provinces in the South-east Vietnam) to achieve requested KPIs and get the final acceptance, give RNO final report to customer.
- Radio optimization, drive-test log file analysis, and recommendations.

Project name: 445 sites Huawei

Year: Dec 2009 – June 2010

Client and location: VMS center 2 & 4 (project: 310 sites in South-West Vietnam, 135 sites in Long An province)

Main duties:

- Responsible for new 2G macro BTS sites planning and optimization of VMS (6 provinces in South west Vietnam and 1 province Long An belong to VMS2) : neighbors planning definition, BCCH,

BSIC, HSN allocation, Drive test analysis, missing neighbors detection, drop call & HO failure reduction and frequency retune. <ul style="list-style-type: none"> • New sites and network monitoring: monitor and improve KPIs, take daily appropriate optimisation actions after the study of the 2G worst cells. • Resolve the customer complaints by taking the appropriate optimisation actions. • BSC, TC commissioning. • Monitor KPIs after BSS migration.

From month/year to 08/2005 to 08/2006	Minh Thông informatic joint stock company <i>Fields of operation: Computer Device (Mainboard, CD/VCD/DVD, VGA card)</i>	Job title : Technical engineer Field: Hardware
Main duties : <ul style="list-style-type: none"> - Repair disk optical (CD-ROM, VCD, DVD-ROM, CD/DVD-RW). - Test and repair mainboard. - Technical support about computer and network. 		

VI. FOREIGN LANGUAGES

Please evaluating yourself at column is appropriate: average,fair, good, excellent

Language	Listening	Speaking	Reading	Writing
English	Average	Average	Good	Good

VII. PC and IT SKILLS

Please fill in IT sciences which you can use

Skill	<ul style="list-style-type: none"> - I can setup Window, ghost, - Install driver all device. - Setup virtual machine, LAN, Cloud, email. - Troubleshooting any problem computer, laptop (include hardware and software)
Software can use	Windows XP, Windows 7, 8, Ms Word, Excel, Power Point, Ms Project, Outlook, Visio, AutoCAD.
Tool planning	Atoll, Mapinfo, Mcom, Genex Nstar, Actix
Programmer	<ul style="list-style-type: none"> - Visual Basic, C+, Programming micro processor. Design digital watch (use IC 7490, Micro processor : AT89C51).
Hardware expert	Can solve problem when the computer is down.

Networking	<ul style="list-style-type: none"> • LAN & WAN, PDH, SDH • Knowledge about WLAN: 802.1a/b/g, 802.1x, WPA, WPA2, xDSL, DSLAM, Fiber, Ethernet, FastEthernet, GigabitEthernet • IP, IPv6, IP Multicast, DHCP... • Routing: RIPv1, RIPv2, EIGRP, OSPF, OSPFv3, ISIS, BGP, MP-BGP, Redistribution, Policy-based Routing.. • Switching: VLAN, Private VLAN, Trunking (802.1q, isl, Q-in-Q), Spanning-tree,Rapid Spanning Tree, MPLS, MPLS VPN. • VoIP: Cisco Call Manager, IP phones, G.729, G.711, H.323, SIP... • Cloud computing, virtualization.
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VIII. OTHER SKILLS

Independent studying and researching skills

- Good
- Experience: 3 Years
- Collected information from many sources: library, research books and internet to enrich my knowledge.
- Self research.

Team work, leading skills

- Good
- Experience: 6 Years
- Team work skill, friendly with everybody
- Solve problem independently.
- Cooperate with other teams to finish the project.
- Working under high pressure.
- The presentation skill with customer.
- Able to travelling when work.

IX. My hobby and outside activities

- Swimming, play badminton.
- Go travelling, play flight and car model.
- Attend charitable organization.

I certify that, to the best of my knowledge, the information provided in this resume is accurate and complete.

Applicant's signature
(Chữ ký của ứng viên)

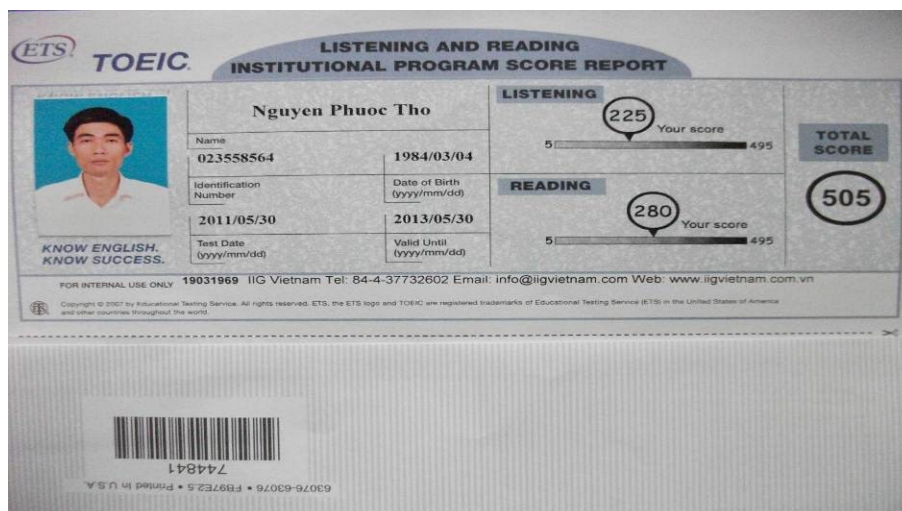
NGUYỄN PHƯỚC THỌ

Certificate

- Posts Telecommunication Institute of Technology HCM city Certificate.



- TOEIC 500 certificate.



- CCNA



Trung Tâm Tin Học VnPro
Viet Professional Co.Ltd

Chứng Nhận
This Is To Certify That

NGUYỄN PHƯỚC THỌ

Đã hoàn tất thành công khóa học:
has successfully completed the Cisco training course:

CHUYÊN VIÊN MẠNG CISCO
CCNA - CISCO CERTIFIED NETWORK ASSOCIATE

Xếp loại: A
Grade : A

Mã số: #CCNA3729
No : #CCNA3729
Ngày cấp: 04-07-2012
Issue date: July-04th-2012

Giám đốc đào tạo
Training Director
CÔNG TY
TRÁCH NHIỆM MẠNG
TƯ VẤN VÀ DỊCH VỤ
CHUYÊN VIÊN
PHAN HOÀNG GIA LIÊM