

# CURRICULUM VITAE

## PERSONAL INFORMATION

Name: **HONG BAO NGAN** English name: **Jax**  
Date of Birth: 28/03/1986  
Place of Birth: Gia Lai  
Gender: Male  
Address: No. 31.12, 89 Hoang Quoc Viet Street, An Gia Skyline  
Apartment, 7 District, Ho Chi Minh City.  
Tel: 0977733339  
Email: hongbaongan@gmail.com



## CAREER OBJECTIVE

- Apply my knowledge and experience into the work to contribute for the development of the company.
- Working in a professional, energetic, and friendly environment.
- Learning much more from professional people who had many achievements before.

## PRACTICAL EXPERIENCE

### 1. Kien A Group – From: Mar 2018 – Present

- Kien A Group had over 25 years as a multi-faceted development, with its main fields of activity in real estate and education.
- Total employees: 207
- Team member: 5
- Working Location: 37 Ton Duc Thang Street, Ben Nghe Ward, District 1, Ho Chi Minh city.
- Position: **IT Manager**

I'm working closer with vendors, contribute to design, plan and implement new infrastructure system for Kien A Group.

#### *Main Duties:*

- Manage the IT system, Camera, Access control; upgrade, install and troubleshoot networks, networking hardware devices and software.
- Maintain inventory of equipment and parts as well as documentation of vendor activities.
- Develops and documents system standards for computer and network devices.
- Install new hardware, systems, and software for networks.
- Administration of servers and server clusters.
- Oversees troubleshooting, data backups, archiving...
- Build and manage IT Asset System.
- Hold the IT training courses for staffs to improve their capacity.
- Make plan and carry out periodical maintenances for IT equipment.

#### *Achievements:*

- **100% License Compliant.**
- **Saving 26% cost of color-ink.**
- **Practic ITIL with IT Services Management & IT Asset System (Snipe-IT).**
- **System Security & IT Policy.**
- **Master Data for ERP.**

## **2. NAHI JOINT STOCK COMPANY – From: Oct 2015 – Aug 2017**

- A startup company specialized in Web Apps Develops such as NAHI Kids, Math challenge!
- Total employees: 150
- Team member: 3
- Working Location: 110 Cao Thang Street, Ward 4, District 3, Ho Chi Minh city.
- Position: **IT Manager**

After review and fix the security issue for system, I'd saved 50% cost of network system. I'm working closer with vendors, contribute to make plan and design the new infrastructure system for NAHI, SHE, INCO.

### ***Main Duties:***

- Manage the IT system, Camera, Access control; upgrade, install and troubleshoot networks, networking hardware devices and software.
- Maintain inventory of equipment and parts as well as documentation of vendor activities.
- Develops and documents system standards for computer and network devices.
- Install new hardware, systems, and software for networks.
- Support administration of servers and server clusters.
- Oversees troubleshooting, data backups, archiving...
- Build and manage IT Asset System.
- Hold the IT training courses for staffs to improve their capacity.
- Make plan and carry out periodical maintenances for IT equipment.

### ***Achievements:***

- **Saving 50% cost of Network.**
- **IT Organization.**
- **IT Asset System.**
- **System Security:**
  - **11 Servers (130 VM base on VMWare 5.5)**
  - **CentOS**

## **3. AKZO NOBEL PAINTS VIETNAM – From: Sep 2010 – Sep 2015**

- An international company specialized in manufacturing and trading decorative paints such as Dulux, Maxillite.
- Total employees: 330
- Team member: 3
- Working Location: 12th Floor Vincom Building, 72 Le Thanh Ton, Dist.1, HCMC.
- Position: **IT Service Supervisor**

The first time i worked with Akzo Nobel as IT helpdesk. After finished two projects, i was promoted to supervisor, mainly in charge of ANVN IT Services of ITSS System. And i'm working closer with vendors, contribute to training and guidance computer skills to employee, building up IT policy, improve process, monitor network, maintenance & upgrade IT System.

### ***Main Duties:***

- Manage the IT system; upgrade, install and troubleshoot networks, networking hardware devices and software such as Microsoft Dynamics, SAP.
- Maintain inventory of equipment and parts as well as documentation of vendor activities;
- Develops and documents system standards for computer and network devices;
- Install new hardware, systems and software for networks;
- Support administration of servers and server clusters;

- Implements network security in the company over the country;
- Oversees troubleshooting, data backups, archiving...
- Improve IT Asset based on SharePoint 2007
- Hold the IT training courses for staffs to improve their capacity.
- Make plan and carry out periodical maintenances for IT equipment.

***Achievements:***

- **Company Values:**
  - Customer Focused
  - Deliver on Commitments
  - Passion for Excellence
  - Winning Together
- **Code of Conduct.**
- **DMS Project:**
  - 03 servers for Company Data Center.
  - 11 servers for Distributors.
- **IT Policy & IT Process.**

**4. Bayer HealthCare Viet Nam -From: 2008 – 2010**

- An international company specialized in manufacturing and trading specialized pharmaceuticals.
- Total employees: 300
- Location: 3 Floor - CentrePoint, 106 Nguyen Van Troi, Phu Nhuan Dist., HCMC
- **Position: IT Consultant**
- **Direct Report:** IT Infrastructure Manager

***Main Duties:***

- Install new hardware, systems and software for networks;
- Install, configure and maintain network services, equipment and devices;
- Upgrades, installs and troubleshoots networks, networking hardware devices and software;
- Oversees troubleshooting, data backups, archiving...

**Another Company:**

Huynh Tan Company– From: 2007 – 2008

Data Link SJC – From: 2005 – 2007

## **EDUCATION**

- 2010 – 2015: **Ho Chi Minh City University of Technology \***  
Major: **Network Computing**
- 2007 – 2008: **Research & Development IT Education Nhat Nghe HCM City**  
Major: **Networking**  
Course: **Microsoft Certified Systems Administrator**  
Course: **Microsoft Certified Systems Engineer**
- 2004 – 2006: **University of Natural Sciences – HCMC. \*(working as freelancer from 2005)**  
Major: **Information Technology.**

## SKILLS

- Communication & Team work skill;
- Time Management. Multiple task handling;
- Good in English and Vietnamese both written and spoken.
- Presentation
- Possess leadership, visionary, organizing and management skills
- Has analytical, troubleshooting, prioritization capability
- Strong knowledge of system at server & workstation such as Windows (XP, Window 7, Vista, 10, 2003, 2008, 2016, 2019), Active Directory, backup, disaster recover, security, patches management, anti-virus and spyware, SQL database, printer, storage system and virtual solution (Hyper-V and VMWare).
- Microsoft 365 Administrator
- Good knowledge of Networking.
- Strong knowledge of VOIP
- Basic knowledge of Photoshop and other graphic softwares.
- Strong knowledge of troubleshooting on hardware and software.

## ADDITIONAL INFORMATION

- Able to work independently as well as team work, quickly adaptable to new environment. Deal with obstacles flexibly and timely; to listen and perform well; organize events, complete non-standard tasks, meet critical deadlines. Work hard, active, helpful, honest, patient, careful, having a high sense of responsibility. Integrity Open-minded & willing to learn; Positive thinking; Self-study and quick adopt new technology.

## INTEREST

- Learn English, study new things, challenge myself;
- Communicate with people, travel.

## REFERENCES

- LinkedIn Profile: <https://vn.linkedin.com/in/hongbaongan>
- Contact persons are available if request.

## CERTIFICATION

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications and my experiences.

*Ho Chi Minh City, Apr, 2023.*

*Candidate*