# Tran Minh Khang Phung

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## Objective

Seeking an internship to apply and expand my technical skills in network administration and infrastructure design.

## Education & Certification

**University of Wisconsin-Stout**, Menomonie, WI
Bachelor of Science - Computer Networking & Infrastructure Engineering
*Dean's list (5-time recipient)*

*Expected Graduation: May 2027*
*GPA: 3.9*

**Certification**
Cisco Certified Network Associate (CCNA)
Credential ID FB8TWQXPER0LVPG9

*Issued December 2024 - Expires December 2027*

## Technical Skills

- Networking (Cisco, TCP/IP, VLANs, routing & switching configuration)
- Network Automation (Ansible, Python)
- Microsoft Azure (Microsoft Entra ID, Microsoft Defender)
- Amazon Web Services
- Microsoft Teams Admin Center
- VoIP Phones
- PowerShell Scripting
- Linux
- Palo Alto

## Relevant Coursework

- CCNP: Enterprise Core Networking
- CCNP: Advanced Routing
- DevNet Associate
- Cloud Computing
- Azure and Google Cloud Administration
- Linux Systems Administration
- Firewall Technology

## Work Experience

**Engineering Associate Intern,** Heartland Business System, LLC, Eau Claire, WI          *May 2025 - August 2025*

- Resolved 3-4 weekly support cases, primarily related to Webex and Cisco Call Manager issues
- Helped migrate more than 500 VoIP phones from Cisco Call Manager to Webex as part of cloud migration efforts
- Deployed over 5,000 VoIP phones for Minneapolis Public Schools in a large-scale implementation project
- Cut over analog phone lines to Ethernet using Cisco ATA 191 for Eau Claire School District, improving infrastructure reliability
- Diagnosed and resolved speaker system issues in K-12 education environments
- Performed updates on VMware ESXi servers to support improved virtualization performance
- Worked with RedSky and InformaCast for paging and emergency communication system integration

**Infrastructure Services Student Technician,** University of Wisconsin-Stout, Menomonie, WI          *October 2024 - Present*

- Resolve more than 1,100 IT services tickets via TeamDynamix, supporting staff and students across campus
- Deploy and upgrade over 500 VoIP phones, including open SIP conversion
- Document procedures in Infrastructure Services KnowledgeBase
- Manage over 54,500 user accounts and 7,500 groups in Azure, focusing on Microsoft Entra ID
- Monitor Microsoft Defender settings to detect and mitigate security threats
- Administer Call Queues and Auto Attendants in Teams Admin Center by automating using PowerShell scripts
- Assign phone numbers in Teams using PowerShell scripting
- Perform port activations, including port tracking, cable punch-down, and connectivity verification

**Computer Networking Teaching Assistant,** University of Wisconsin-Stout, Menomonie, WI          *September 2024 - Present*

- Assist in delivering undergraduate courses in Computer Networking and Infrastructure Engineering
- Assist with evaluating and providing constructive feedback on assignments and exams
- Help conduct and supervise hands-on lab sessions, ensuring students effectively applied theoretical knowledge to practical networking scenarios
- Offer individualized support through tutoring and guidance, helping students grasp challenging topics and succeed academically
- Assist in developing and organizing course materials and resources, streamlining instructional delivery and enriching the learning experience

## Campus and Professional Involvement

Esport Athlete, Valorant Team, University of Wisconsin-Stout          *September 2023 - May 2024*