Michael Hoang

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SUMMARY

Driven Technical Support Engineer with expertise in revolutionary cloud automation and advanced retrieval-augmented generation (RAG) models, enhancing efficiency by 40% with Python scripting and using Custom Specialized Agents. Known for pioneering innovative systems and optimizing challenging workflows, aiming to channel extensive technical skills and leadership in a forward-thinking IT support role for superior operational and support excellence.

WORK EXPERIENCE

AlgoPro Solutions | *Technical Support Engineer*   **Jan 2021 - Present**

- Enhanced system efficiency by 40% through Python-based automation scripts for real-time diagnostics and multi-cloud monitoring (AWS, GCP).
- Reduced issue resolution time by 50% by deploying agent-based RAG models, enabling automated error detection and contextual troubleshooting.
- Achieved 99.9% system uptime by integrating Kubernetes and Docker-based CI/CD pipelines for scalable application deployments.
- Improved onboarding processes for merchants by 30% with automated workflows utilizing Terraform and Ansible for cloud resource provisioning.

Pho House & Hong Thanh | *Co-Owner & Technical Lead*   **May 2014 - Apr 2020**

- Managed operations for two restaurants, achieving annual revenue of $750,000 to $1,000,000 by optimizing workflows and resource allocation.
- Developed a custom iOS-based point-of-sale system with cloud-based inventory tracking, increasing order processing speed by 30%
- Implemented VPS-hosted infrastructure for automated backups and real-time system management, reducing downtime by 40%.
- Leveraged Python scripting to automate sales reporting and analytics, driving a 10% growth in annual revenue.
- Established robust technical training programs for a 20-member team, increasing operational productivity by 25%.
- Led a team of over 20 employees, enhancing upselling techniques and customer satisfaction scores by 25%.

The Pennsylvania State University | *Tier 3 Support Specialist*   **Sep 2012 - Mar 2015**

- Reduced ticket escalation rates by 30% by creating Python-driven workflows for automated issue categorization and resolution tracking.
- Increased system reliability by 35% with proactive monitoring tools across VPS and hybrid cloud infrastructures.
- Improved customer satisfaction by 30% by resolving complex hardware, software, and network issues through data-driven solutions.
- Trained Tier 1 & 2 support staff to effectively handle common issues, enhancing their proficiency and efficiency.
- Developed and maintained an enhanced ticketing system using PowerShell scripts for prioritizing support requests, increasing issue resolution efficiency by 40%

The Pennsylvania State University | *Tier 1 & 2 Support Desk Specialist*   **Aug 2010 - Jul 2012**

- Achieved an 85% first-call resolution rate by efficiently diagnosing and resolving Windows-based hardware and software issues.
- Reduced onboarding setup time by 50% by introducing automated user provisioning scripts using PowerShell and Python.
- Automated ticket categorization and streamlined workflows, enhancing response times and improving customer satisfaction
- Assisted in employee onboarding, achieving a 100% completion rate for new hire IT setup within 24 hours by managing hardware deployment and software installations.

CERTIFICATIONS

- **Cisco Certifications**: Cisco Certifications: Cisco CCNA, Cisco DevNet Associate, Cisco Cybersecurity
- **CompTIA Certifications**: CompTIA Certifications: CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Project+, CompTIA Net+, CompTIA Sec+, CompTIA IT Operations Specialist (Stacked), CompTIA Secure Infrastructure Specialist (Stacked), CompTIA Cloud Admin Professional (Stacked), CompTIA Secure Cloud Professional (Stacked)
- **Cloud & IT Certifications**: Cloud & IT Certifications: Amazon AWS Cloud Practitioner, ITIL Foundation Certification, LPI Linux Essentials

SKILLS

- **Cloud & VPS Management:** AWS, GCP, Azure, DigitalOcean, Linode, Kubernetes, Docker, Terraform, Ansible
- **Technical Support Expertise:** Windows systems, Linux environments, troubleshooting, debugging, escalation management
- **Scripting & Automation:** Python (automation, RAG models), Bash scripting, PowerShell
- **Development Tools:** CI/CD pipelines (Jenkins, GitHub Actions, GitLab CI), Prometheus, Grafana, Jira, ServiceNow
- **Cybersecurity:** Vulnerability scanning, penetration testing, incident response, SSL/TLS encryption, secure configurations

Education

The Pennsylvania State University   **Aug 2010 - Dec 2014**
Computer Science & Applied Mathematics (GPA: 3.8)
State College, Pennsylvania