MICHAEL NGUYEN

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EDUCATION:

Illinois Institute of Technology
Chicago, Illinois
B.A.C - Information Technology
and Management
Specializations:
- Software Development
- Systems Security

December 2017

TECHNICAL SKILLS:

- **Operating System installation and management:** Windows OS 7/8/10/11, Windows Servers, Cloud-based Microsoft 365 MacOS, iOS, Android, and light Linux-based OS
- VirtualBox and Hyper-V
- **Remote Technical Support:** use of Remote Monitoring and Management tools
- **Network Management and Troubleshooting:** PC Networking, Macs, WAN/LAN/vLAN, Printers, Routers, Security Cameras, Network Access Storage, Firewalls, VoIP
- **Security and Network Tools:** Metasploit, BEEF, Scripting, Wireshark, SQL Injection, JavaScript Injection, Tor, Forms of Encryption, Database Security, Cryptography, Steganography, System Recovery Processes, NMAP, Hping3, Ports, Protocols, Nessus, OpenVAS, light Power Shell, and other programming languages
- **Risk and Disaster Recovery:** SyncTrayzor, Syncthing, Veeam Backup, and Cove.
- Understanding of policies and standards, HIPAA

Soft Skills:

- **Bilingual:** English and Chinese
- **Leadership** among large sized groups
- Strong **teaching** and **public speaking skills**

Activities:

Illinois Institute of Technology
Pi Kappa Phi – Alpha Phi Chapter
Positions held:
   Chaplain
   Web Master
   Certified Ritualist
   Philanthropy
   Union Board

CERTIFICATIONS:

- Microsoft 365 Certified: Fundamentals - MS-900

WORK EXPERIENCE:

Information Technology Consultant, LaSalle Consulting Partners, Inc., Chicago, IL
March 2022 - Present
- Manage cloud-based Microsoft 365 tenants for various clienteles: using the Microsoft 365 administration portals.
  - Manage user accounts using Microsoft Azure and Microsoft Azure AD Sync.
  - Management of Microsoft services: SharePoint, OneDrive, Exchange Online, and Teams.
- Manage on-premises Microsoft servers for various clienteles: using Active Directory Domain Services.
  - Manage user accounts and file storage.
  - Use of Microsoft compliant software for improved management.
- Manage on-premises network infrastructure and connected devices.
- Manage and monitor deployed devices across clientele network with the use of remote management tools.
- Deployment and decommission of workstations, servers, and network devices under HIPAA compliance.
- Troubleshoot technical issues for network devices, workstations, and printers.
  - Provide remote and on-premises technical support for various software.
- Manage, monitor, and deploy antivirus software across network connected devices.
- Manage and deploy VoIP solutions for various clienteles.
- Provide technical support and training to ensure clientele network infrastructure and users are HIPAA compliant.

Network Administrator, AMIBERICA INC., Chicago, IL
June 2016 – March 2022
- Manage an on-site server running Windows Server 2012 R2 Essentials that uses Active Directory Domain Services.
- Manage and maintain network infrastructure. Includes replacing or repairing any faulty hardware, workstation deployments and ensuring the network is safe and secure.
- End user education on basic knowledge of cyber security, with the practice of protecting the network and themselves from potential malicious threats.
- Run vulnerability scans and apply patches and or alternative solutions to found vulnerabilities within the company network.
- Manage and maintain local and remote backups of the server, manage user accounts to server, manage and maintain company network devices and network connections, and manage user emails accounts.
- Troubleshoot technical issues for Microsoft Office 365 and other possible errors that company devices run into.

Computer Science Teacher Assistant, Free Lance Coders Camp at Illinois Institute of Technology, Chicago, IL
Summer 2014, 2015, 2016
- Taught basic Java and intermediate fundamental web development skills to Chicago High Schoolers at the Illinois Institute of Technology.

Computer Science Teacher Assistant, Exelon Summer Institute at Illinois Institute of Technology, Chicago, IL
Summer 2014, 2015, 2016
- Taught basic Java and intermediate fundamental web development skills to incoming freshman at the Illinois Institute of Technology.