**PHY D. PHAM**

**OJECTIVES:**

I am seeking new opportunities as an IT Professional by utilizing my ability to lead, analyze, troubleshoot and resolve technical issues.

**TECHNICAL SKILLS:**

* CCNA, CCNP, CCNA-VOICE, CVOICE,
  + TCP/IP, BGP,OSPF, EIGRP, MPLS, STP, QoS,DNS,DHCP, SIP
* VCP5.1/VMware, EMC, MS Sever 2008 Network Infrastructure,A+, Network+
* PYTHON, JAVA, SQL, Pexpect, Selenium

**PROFESSIONAL EXPERIENCE:**

**FRONTIER COMMUNICATIONS**

**Network Engineer September 2013 – Present**

* Provision User Network Interface(UNI) & Ethernet Virtual Circuits(EVC) throughout the network
* Work with python script to automate UNI provisioning
* Provision EVC for Metro Ethernet, P2P, ELAN, MPLS network and L2VPN tunnels
* Work on Hotcuts- change, remove
* Turn-up(new installs of nids/switches) circuits with customer/PM/field techs
* Work with carriers to provision through their network for project such as E-REACH
* Assist with training for new Engineers
* Manage and distribute IPs, SVLANs and Ce-VLANs using in house web-based tool ELLIS and EVID
* Oracle Meta-solve 6 as ordering system to provision customer circuits
* Responsibilities consist of implementing, verifying, guiding UNI system installation and providing

Circuit delivery to the customer

* Test with Carriers on EVC orders to verify path
* Wrote python script to automate testing of SLA and SLA test, Y.1564 and RFC 2544 test
* Tools used to complete daily work are Secure CRT, M6, web-based ELIS & DSLAM, Network devices

**FRONTIER COMMUNICATIONS (FTE)**

**IT Security Engineer CSOC October 2019 – May 2021**

* Endpoint – CrowdStrike
  + Monitor alerts related to attack on user’s machine and servers.
  + phishing emails for all users including executives
  + Assist with creating playbooks for future hire
* SIEM – ArcSight, Exabeam/Data lake
  + Monitor attacks throughout the network
  + Research on zero-day attacks
  + Assist with creating playbook and incident response
* DDoS – NetscoutArbor, TRA, TMS, FlowSpec
  + TMS – HT1000, 20G PPM module
  + Monitor DDoS attacks
  + Mitigate live attacks
  + Create processes on incident response
  + Create playbooks for future hire
* Cisco Firepower – IPS/IDS
  + Block IPs, work with snort rules and IPS policies
  + Investigate alerts and Triage attacks
  + Create suppression rules and applying it to the IDS system
  + Training new engineers and analysts

**CHILDRENSMEDICALCENTER August 2008 to Jan 2013**

**Production Support Analyst**

**Responsibilities:**

* Support 5,000+ handheld devices such as care mobile units, BlackBerry, iPhone, iPad, and scanners. Install software, applications and Exchange Outlook in iPads and iPhones
* Projects include the migration of Windows XP to Windows 7, GroupWise to Outlook
* Hands on work with 7,000+PCs environment analyzing and troubleshooting application software and hardware providing a resolution in a timely manner
* Break down machines(printers, fax machines, laptops, PCs, workstation on wheels…etc) to diagnose the problem and fix them
* Manage, install, configure software and image pc through the use of Altiris Deployment Server
* HP Quality Center software - testing equipment and software before they go global
* Support Telecom equipment and issues, installation and troubleshooting of VOIP phones
* Work with many types of printers, Examples of the main printers on a daily basis: Xerox 4525, 5500, Lexmark W840, Dell, Cannon, Zebras
* Co-founder of ALS (Advance Level Services Team), ran programs dedicated to finding cost-efficient solution for the organization’s goal for “Better, Faster, Cheaper” such as: Training, refurbishing of devices and warranty validation
* Awarded three IS Bendie Awards for Customer Service quarterly

**CAE SIMUFLITE September 2007 to August 2008**

**IT Administrator**

**Responsibilities:**

* Provide support with in-house and mainstream business applications: Stars, WebReg, BAAN, Oracle
* Supported high-level staff like Pilots, Instructors, Executives, the President and Vice President with their technical issues.
* Configured workstations, workgroup printers and software applications
* Grant Network access, wireless networking access, access to in-house Software
* Configured routers(1800 & 1900 series) and switches (2960)
* Patching cat cables in closet and ran cross connect analog lines for phones
* Support Telecom equipment and issues, installation and troubleshooting of VOIP phones
* Configured and installed VOIP phones
* Analyze and troubleshoot application software and providing a resolution in a timely manner
* Hands on work with PCs and Symantec ghosting images
* Provide support and reports for network downtime and inventories
* Monitored and respond to software as well as hardware issues to Finance, Sales, Information Technology, Course Ware, Engineering, Records, and Client Services department

**EDUCATION:**

Bachelor of Science in Business Administration - Management Information System (MIS)

University of Texas, Dallas, TX