

Đinh Lê Gia Bảo

IT Helpdesk/ IT Support

Address: 125 Nguyễn Thị Búp, Phường Tân Chánh Hiệp, Quận 12

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0903617925

EDUCATION

10/2021

↓ Now Ho Chi Minh City University of Industry and Trade

Information Security

Related Subjects: Computer Network Security, Network Infrastructure Security, Vulnerability Analysis and Testing

WORK EXPERIENCE

6/2022

↓ Now Tan A English Center

Assistant Teacher (Part-time)

Support students and teachers in the learning and teaching process at the center

10/2024

↓ 04/2025 TBAY TECHNOLOGY SERVICES COMPANY LIMITED

Technical Support Intern – Web Administration

Administer and customize WordPress websites using the Flatsome theme, focusing on user roles and permissions, system maintenance, and ensuring a responsive

PERSONAL PROJECT

Project: User Management and Network Monitoring in a Simulated Office Environment

Description: Installed and configured Active Directory on Windows Server to manage user accounts, organizational units, and access permissions. Applied Group Policy to enforce security settings across user endpoints. Integrated basic network services such as DHCP and DNS to support connectivity and user authentication.

Tools Used: Windows Server, Active Directory, Group Policy, DNS/DHCP configuration, basic networking, Zabbix (for system monitoring).

Output: Built a secure and centralized user and system management environment, improving access control, system consistency, and ensuring stable network integration to support daily operations.

CERTIFICATE

2021 PET CERTIFICATE (Score: 155). Issued by Cambridge University

MOTTO

"There is no secret to success. It is only the result of preparation and learning."

OBJECTIVE

I would like to intern in the IT
Helpdesk position to gain practical
experience, improve technical
support and troubleshooting skills,
and develop into an IT Support
specialist specializing in Windows
system administration and
professional servers in the future.

SKILLS

- User Account Management:
 Provide first-level support by managing user accounts, passwords, and access rights through Active Directory and related tools.
- System Troubleshooting:
 Diagnose and resolve technical issues related to user logins, permission errors, system connectivity, and desktop environment
- Configuration and Documentation: Collect system requirements and document configurations, access policies,

INTERESTS

- Participate in Esports and strategy games.
- Continuous learning and attending technology conferences

2023 FCE CERTIFICATE (Score: 160) Issued by Cambridge University