
NGUYEN DUC



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ICT SYSTEMS NETWORK ENGINEER / PROJECT MANAGEMENT / IT MANAGER

❖ Customer Support - LANs & WANs - PC Rollouts - Laptops ❖

Over 10 year's full life cycle, ICT project experience (problem solving, design scoping, planning, and development upgrades, networks and infrastructure changes and critical PC rollouts). Working cross-functionally within a customer focused, multi-site environment, identifying and meeting demands, developing customer relationships. Extensive LAN/ WAN/ Hardware/ Software experience. Achieving significant savings within budget and tight timescales within demanding SLAs. Now looking to make a continued significant contribution within a new challenging role designing, supporting, administering and implementing network projects in Vietnam.

ADVANCED SKILLS AND KNOWLEDGE AREAS

- Technical support / customer care
- Troubleshooting / problem solving
- Active Directory management
- TPM project management
- Various applications / systems
- Research and Investigations
- Network administration
- Windows 95/98/NT/200/XP
- Critical PC rollouts
- Process development
- Real time systems
- Action planning
- WANs / LANs
- Hardware installations
- Software installation
- Ghost imaging
- Security (inc. antivirus)
- Disaster recovery

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Business Administration	University of Economics - HCMC	2008
Computer Science	University of Technology - HCMC	2005
Training Courses	Microsoft MCSE course, Microsoft Exchange course, Microsoft SharePoint course, CCNP, Linux, Project Management, Communication Skills	1999-2003

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

TECHNICAL MANAGER

May 16 - Present

CSIT Co., JSC. (IT SERVICE PROVIDER).

- Advising clients on how best to use Information Technology to meet their business objectives. In addition to providing advice, often implement, deploy and administer IT system on businesses behalf.
- Serve as Project Leader or Project Manager via management of end to end system life cycle development of major projects.
- Oversee minor projects being lead by intermediate level staff under supervision.
- Develop costing proposals for projects, perform risk analysis and manage change control.
- Provide business analysis, business area assessment, under needs analysis and business systems design for major projects.
- Conduct comprehensive cost/benefit analysis and prepare business cases for projects.
- Present a professional image in conduct, attitude and artier.
- Assist with the development of client information management standards and evaluation of technology trends.
- Contribute to business area assessment, under needs analysis and business systems design.
- Assist with comprehensive cost/benefit analysis and preparation of business cases for new projects.
- Supervise and mentor all intermediate and junior level CSIT staff assigned as members of project team.
- Supervise during project life cycle any intermediate or junior level client staff, or any sub-contracted personnel assigned to project team.
- Supervise and mentor all intermediate and junior level CSIT staff working on other projects under area of responsibility.
- Assist in employee review and assessment processes.

IT MANAGER

Jan 09 - May 16

REFICO (REAL ESTATE DEVELOPMENT AND FINANCE CORPORATION).

- Manage around 16 servers which support 200 computers for 5 offices (Refico, City Garden, Water Mark, Display Center and Sanctuary).
 - Establish the whole network system at the first period of time.
 - Build servers such as File server 2003, Domain Controller 2003, Exchange server 2003, WSUS.
 - **Design, Implement and Administer SharePoint Service 2007.**
 - Configure hardware firewall Astaro to protect IT system.
 - Configure and manage VPN for WM-DC-CG-RC.
 - Audit and reconfigure security polices for SUN SYSTEM application which support Finance and Account department.
 - Audit and reconfigure security policies for SMILE application which support for managing resort, hotel.
 - Audit and reconfigure ARGUS software.
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- Coordinate with provider to implement MASS (Marketing and Sales System).
 - Coordinate with provider to upgrade Refico Website.
 - Setup Polycom Telephone and Video conference.
 - Setup Camera system.
 - Configure and administer Siemens PABX Hipath 1190.
 - Plan and implement IT budget.

IT COMMUNICATION AND SECURITY

Jun 08 - Jan 09

THEODORE ALEXANDER (DESIGNERS & MAKERS OF FINE FURNITURE).

- Report on a daily basis to the IT Manager on the status of ongoing projects.
 - Report any serious problems of functionality to the IT Manager as soon as they occur.
 - Manage, supervise and where necessary directly support all IT & Telecom hardware, software and operating system within current site.
 - Manager all users, organization units, group policy object and security setting for Active Directory.
 - Ensure that all security patches, service packs and upgrades are installed, after testing, to give the best performance, reliability and security possible.
 - Monitor systems logs and activity for problems, failures and attacks.
 - Ensure all critical systems are backed up, hardware redundancy and failover where necessary. Avoid single points of failure in all critical systems.
 - Manage and document all configuration changes and software releases to server.
 - Maintain the server systems manuals.
 - Enforce all IT policies and practices through group policies. Monitoring user activity and reporting any digressions to the IT Manager.
 - To undertake any other assignments/responsibilities given by superiors.
 - Answer and process all calls to the IT Department promptly, politely and according to IT policy.
 - Assign all calls that cannot be immediately resolved to support engineer.
 - Strictly follow the IT call process and escalation policies.
 - Explain everything for a user to them clearly and notify them of any changes has made to their systems.
 - Manage around 40 servers which support 500 computers for 4 sites (included UK and US).
 - Optimize 4 Exchange servers 2003 and 2007.
 - Optimize GFI Mail Essential which supports Exchange servers for reducing EMAIL SPAM.
 - Optimize GFI Mail Security which supports Exchange servers protecting confidential data to be sent over the internet via email.
 - Manage GFI Endpoint Security which Allows or Denies devices connected to computer (ex: USB drive, CD-ROM, Webcam...)
 - Optimize GFI Web Monitor which supports Microsoft ISA firewalls Allow or Deny data to be downloaded or uploaded from/to internet.
 - Manage Solarwinds system which supports CISCO routers and switches to report the status of all servers and links (up or down).
 - **Upgrade and manage Windows SharePoint Service 3.0 to Windows SharePoint 2007.**
 - Prepare Network Infrastructure and server for IT Developer to implement ERP, WEB, and Applications...
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IT MANAGER**Aug 06 - Jun 08**SAVILLS VIETNAM (REAL ESTATE SERVICE PROVIDER).

- Provide daily status reports for ongoing projects.
- Report immediately and serious system and network malfunctions.
- Manage, supervise and where necessary directly support all IT & Telecoms hardware, software and operation system within current site.
- Continued research into new technologies.
- Plan and organize IT Support staffs schedules.
- Ensure IT Support staff are disciplined and follow IT policies and S.O.P's. required to be a role model to all staff members.
- Provide the best possible example of IT practices to computers users and colleagues by strictly adhering to all IT rules and policies.
- Enforce all IT policies and practices. Monitor users' activity and report any digressions to BOD.
- Manage all IT Support staffs to ensure the smooth running of the department and the timely completion of all projects.
- Undertake any other assignments given to by superiors.
- Establish the whole network system at the first period of time.
- Build servers such as File server 2003, Domain Controller 2003, Exchange server 2003, WSUS.
- **Design, Implement and Administer SharePoint Service 3.0.**
- Configure hardware firewall Sonic Wall to protect IT system.
- Configure and manage VPN for HN-HCMC-HK.
- Configure and administer Panasonic PABX TDA200 and Voice Mail.
- Plan and implement IT budget.

TECHNICAL MANAGER**Jul 02 - Aug 06**COMNET Co., Ltd. (IT SERVICE PROVIDER).

- Provide technical network support for all clients.
 - Responsible for providing on-time and accurate ICT solutions for clients: in-depth software installation, configuration and troubleshooting of a wide variety of components including PCMCIA cards, modems, scanners etc.
 - Analysis, troubleshooting and upgrade in a mixed Netware 4.11 and Windows NT 4.0 environment on Ethernet running TCP/IP (non-DHCP) and IPX/NWLink in a single domain model.
 - Coordinated and supported various desktop rollouts.
 - Hardware: Servers, PCs and Laptops: IBM's and compatibles such as Compaq, Dell and Hewlett Packard. Also troubleshooting printer problems i.e HP, Epson, Canon, Oki, Xerox and Ricoh.
 - Analysis and troubleshooting Cisco switches, routers and PIX firewall for clients.
 - Analysis and implementing mail server: Exchange, Mdaemon, Winroute, Merak, Lotus Domino/Notes for clients.
 - Configuring and troubleshooting services such as DC/AD/VPN/DHCP.
 - Implementing network cable, telephone cable, PABX and VOIP for clients.
 - Responsible for managing, training new technologies for technical staffs.
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PERSONAL

Born: 1979.

Mobility: Full clean driving license.

References available on request
