

TRAN AI VAN

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15+ years of experience in Network & Infrastructure, Helpdesk team leader along with a Bachelor's degree in Computer Information Systems. I can communicate by English, Vietnamese and Chinese Cantonese (native speaker).

WORKING EXPERIENCE:

❖ December 2019 – June 2021: AI Power Company (Vietnam)

Position: IT Infrastructure & Helpdesk Leader

- Setting up new office. Planning and building Network infrastructure.
- Configuring and managing Firewall equipment, site-to-site VPN tunnel over the Internet.
- Establishing scheduled tasks to backup data and system for emergency disaster recovery.
- Installing and managing Domain Controller, File Server, Virtual Machine Server...
- Installing Servers, security tools and email system.
- Enhancing system security by installing GPO, Antivirus Server.
- Setting up laptops, desktops and software's for end users.
- Setting up Print Server, Camera System...
- Ensuring security of data and network access.
- Providing advanced support special project requests, and serious problems.
- Analyzing user's requirements and proposing solutions.
- Consulting IT security policies, procedures, documents and system integration.

❖ August 2011 – October 2019: Vietnam Food and Beverage Service Company (Dominos Pizza – Popeyes - Burgerking)

Position: Deputy IT Manager (Network & System Infrastructure)

- Responsible for all IT infrastructure including the procurement, monitoring, integration of all systems to achieve operation and stability.
- Planning and building Network infrastructure for Head office, Branches and Restaurants.
- Planning and implementing Multisite Domain, Active Directory, Group Policy.
- Installing and managing Domain Controller, Additional Domain Controller, Multi-Domain, File Server, Microsoft Exchange Server, Antivirus Server, Virtual Machine Server.
- Configuring and managing Cisco router, Switch and ASA Firewall.
- Configuring site-to-site VPN tunnel over the Internet (Over 100 sites).
- Establishing scheduled tasks to backup data and system for emergency disaster recovery.
- Installing network tool to monitor multisite network.
- Running regular check on network and data security.
- Implementing centralization fingerprint access control and fingerprint time attendance system.
- Collaborating with vendor and Marketing team to setup online ordering Website.
- Working with ERP team to setup SAP server and go live SAP system.
- Building up the capability of IT Department and other related departments by keeping them to stay up to date with digital technology developments and technology standards.

- Implementing required applications by testing validity and reliability.
- Reviewing user's requirements, analyzing and proposing change if required.
- Enforcing technology-related to protect information assets of Company.

❖ **November 2008 – Jul 2011: Indochina Airlines (Vietnam)**

Position: **IT System & Network Manager**

- Setting up and maintaining IT security policies.
- Planning and building Network infrastructure for Head office and Branch offices.
- Configuring and managing Cisco router, switch.
- Planning and implementing Active Directory.
- Installing, managing and troubleshooting Domain Controller, File Server, Mail Exchange Server, Web Server, etc.
- Implementing Firewall, Proxy and VPN connection.
- Enhancing system security by installing Antivirus, WSUS.
- Managing and troubleshooting VoIP Contact Center for support Customer Service Center.
- Managing support team to solve problem of software's, hardware's and records of assistance provided.
- Assigning tasks to team members and direct the team efforts to quickly reproduce, diagnose and provide solutions to related issues.
- Ensuring documents procedure are followed compliance policy.
- Training and informing team member on a new IT system.
- Suggesting and implementing the adapted and reliable applications by analyzing the expressed needs.
- Implementing required applications by testing validity and reliability.
- Enforcing IT standards, policies and procedures for security and controlling to protect information assets of Company.
- Dealing with ISP, suppliers to provide network connection and IT equipment's.

❖ **Nov 2002 – October 2008: AVON Cosmetics Vietnam Company**

Position: **IT Specialist**

- Setting up, maintaining, and improving network infrastructure.
- Configuring and managing Cisco router, switch and firewall.
- Configuring secure wireless devices such as Linksys, Cisco Access point.
- Planning and implementing backup and recovery data, system for emergency disasters.
- Enhancing system security by installing Antivirus, WSUS.
- Installing, managing, troubleshooting and monitoring Windows 2003 Domain Controller, DNS, DHCP, FTP, File Server, Mail Lotus Notes, Printer Server, Remote Desktop, NAT, Radius Server, Cisco VPN 3000 Series Concentrators.
- Creating, changing and managing all emails account.
- Collaborating with global to install and go live Microsoft Dynamics Axapta system.
- Supporting end-users to solve problem of other software's, hardware's and records of assistance provided.
- Maintaining, repairing, monitoring PABX and billing system.
- Collaborating with vendor to give solutions for setting up a new office.

QUALIFICATIONS:

- Certified Web Developer (Front-end & Back-end) of Matrix Master Academy (The Netherlands)
- Bachelor in Computer Science of Ho Chi Minh City Open University.

- Certified MCITP-EA (equivalent MCSE) of Microsoft.
- Certified CCNA of Cisco.
- Certified JRMS & RMSWEB (POS System) of STMPI Corporation.

PROFESSIONAL SKILLS:

- Experience in Multisite Domain, Active Directory, Group Policy.
- Hardware: IBM, Dell, HP Server, Cisco equipment, Cabling and Core Switches.
- Operating Systems: Windows Server 2016, 2012 & 2008, Windows 7, Windows 10 and Linux.
- Cloud computing services: Microsoft Azure.
- Network: WAN, LAN, VPN site to site, VLAN, Wireless and Network Load Balancing.
- Mail Server Systems: MS Exchange Server 2013 & 2016, Mdaemon, Lotus Notes, G-Suite.
- Configure security network device: ASA Firewall, FortiGate Firewall, Cisco Router and Cisco Switch.
- Strong working knowledge of security system (ISA Server, WSUS, RADIUS) and Anti-Virus solutions (Trend Micro, Symantec, McAfee, Kaspersky).
- Excellent working knowledge in backup software like Symantec Backup Exec, and Veeam backup.
- Storage: SAN, NAS.
- Database: MS SQL Server 2016.
- Microsoft Office, Office 365, Terminal Services, TS Remote Application, Citrix, Share Point Services ...
- Monitor tools: Nagios, SolarWinds and Cacti.
- Good experience with virtualizing technology (VMWare Server, Hyper-V).
- Strong understanding with PABX, Ticket system, Access control, Fire alarm and Protection system.

LANGUAGE KNOWLEDGE:

- Vietnamese & Chinese (Cantonese): native speaking.
- English: Intermediate.

ABILITIES:

- Excellent IT system knowledge.
- Hard-working, responsibility and patient.
- Work under pressure and challenges.
- Strong teamwork, organization and priority skills.
- Able to demonstrate high level of integrity and initiative.