TOAN NGUYEN

CLOUD ENGINEER

> - Over 8 years of experience in operating, managing and handling IT Infrastructure
>
> - Experiences of IT outsourcing & training services. Have a wide range of skills set in Windows, Linux, Cloud, Network and Training.
>
> - Strong customers service skill – worldwide environment.
>
> - Good at problem solving and ensure customer satisfaction.
>
> - Work well both independently, and as part of a team. Trustworthy, responsible and can-do attitude.

Core Competencies:

• Virtualization (VMware,Nutanix)
• Tools: Gitlab, GitHub, MySQL, Docker, Kubernetes, Terraform, Azure DevOps, Helm, Pulumi, LXC/LXD
• Cloud: Azure, GCP, AWS

Work experience

MAR 2022 - Present

Cloud Engineer

Accenture

Main responsibilities:
- Service Management for client base on ITIL.
- Cloud operation on Azure, GCP.
- Familiar with AWS Services: EC2, S3, Lambda
- Working with Kubernetes for investigate and troubleshooting issues relate legacy application, webapp, infrastructure and escalate another team if needed.
- Working with Gitlab for troubleshoot issues related to pipeline, permission, modify config.
- Terraform code provisioning cloud resources.

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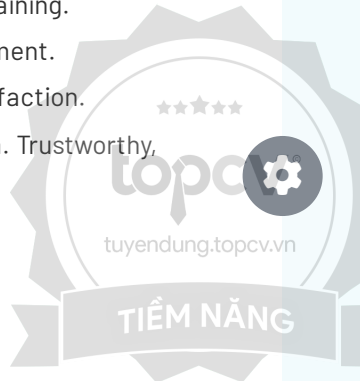**Dob**
November 30, 1993

Gender
Male

Education

**HUTECH UNIVERSITY OF TECHNOLOGY |
Nov 2011 - DEC 2014**

MAJOR: INFORMATION TECHNOLOGY

General Skills

Time Management

Technical Document

Comunication

Certifications

2021

Nutanix Certificate Professional

2022

Microsoft Azure Solution Architect Expert

- Working with Azure DevOps Repos, Pipeline to config logs, add the alerts, provisioning VM from ARM Template.
- Active Directory management
- Linux and Window OS management
- Document technical related to the issue, problem faced.

MAY 2021 ⁻ DEC 2021

System Administrator

Diag Laboratories

Main Responsibilities
  - Operate and maintain Directory Service (AD, DNS, DHCP, GPO, Azure AD Connect)
- Operate and maintain VMware vSphere system.
 - Operate and maintain Google Workspace Service (Mail, Drive, Integrate)
 - Design, Deploy and maintain Jira Service (Jira Service Management, Jira Software, Confluence)
 - Deploy and maintain monitor system (Graylog, check_mk)
 - Deploy and maintain O365, Azure Service (Azure Active Directory, MFA, AIP, DLP, Intune, Sharepoint, Teams integrate,)
 - Handle tickets related to Attune System.
 - Analyze and Troubleshoot server/platform-related issues.
 - Document corporate server/storage/platform infrastructure.

ACHIEVEMENTS:
• Migrated Google Workspace to Microsoft O365.
• Implemented Sensitive label and DLP on Microsoft O365.
• Built up and improved ticket system JIRA (workflow, automation, approve, request, incident)
• 99,99% SLA archived availability of System and archived Data availability and safety.
• 99,99% SLA on the ticket being maintained

JUL 2019 ⁻ APR 2021

System Administrator

INSEE VIETNAM

Main responsibilities:
 - Manage and operate infrastructure services: AD, Radius, DHCP, DNS, File, WSUS, Proxy, Web, Database.
- Working on Windows and Linux environments.
- Manage and operate: VMware/Nutanix/Hyper-V.
- Working with Private like HigioCloud and Public Cloud like Azure, AWS.
- Experience with Google Workplace and O365
- Working with network and security devices: Cisco, Palo Alto, Checkpoint.
- Daily check and monitor the performance of all core components at Data Center,
including servers, network devices, UPS system, air-conditioner, Fire Suppression System, Smoke Detection System, CCTV Camera to ensure its normal operation.
- Manage backup and restoration system - tape library for all the data. Maintain and follow the library tape backup routine including add policy, job backup scheduling, replace routine tape, and transfer tape offsite to another location.
- Experience with Backup Solution: Veeam, Backup Exec, NetBackup.
- Working with monitoring systems: check_mk, Zabbix, Solarwind, Grafana, PRTG.

- Experience with Syslog monitoring: Graylog, SIEM.

ACHIEVEMENTS:

• 99,99% SLA archived availability of System and archived Data availability and safety.

• 99,99% SLA on the ticket being maintained

NOV 2018 ‑ JUN 2019

Project Manager

CMC TELECOM

Main responsibilities:

 - Monitor and supervise the projects related to Multinational Company (MNC customers)

- Introduce and consult customers to use services: Internet Leased Line, P2P, MPLS, IPLC, E1,High Availability solutions,...

- Explain solution, questions of customers via phone and email.

- Planning, timeline implementing the project

- Follow up project and ensure it completed with the deadline defined.

NOV 2015 ‑ NOV 2018

Enterprise Technical Support

CMC TELECOM

Main responsibilities:

 - Monitor and troubleshoot network problems for corporate customers, related to Internet Leased Line, FTTx, P2P, MPLS, LAN,...

- Working with monitoring systems: Cacti, PRTG

- Configured Router/Switch: Cisco, Juniper, DCN, Alcatel-Lucent,...

- Deployment Office 365 for 100 Users of KFC Vietnam

NOV 2014 ‑ AUG 2015

Service Desk

FPT TELECOM

Main responsibilities:

 - Handle technical problems related to : FTTH , CCTV and IPTV

- Handling incidents arising at Customer's home

- Coordinate with departments (NOC, etc) to debug and fixed for Customers

- Advice, guide customers to optimize the use of services and troubleshoot simple incidents

- Recognize direct feedback from customers and coordinate with relevant departments for process