



Phạm Ngọc Phước



13/11/1996



Male



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23/12 An Nhơn Street, Ward 17, Go Vap
District, HCM City

EDUCATION

Sep 2014 >> July 2017

+ CAO THANG TECHNICAL COLLEGE

Information Technology

CERTIFICATIONS

CISCO CERTIFIED NETWORK ASSOCIATE(CCNA)

MICROSOFT CERTIFIED SOLUTIONS ASSOCIATE(MCSA)

WORK EXPERIENCE

Nov 2016 >> Jun 2017

+ FPT INFORMATION SYSTEM SERVICES CO., LTD

- Installation and service support for users
- Backup and restore data for users
- Deploy Microsoft applications in the enterprise (Mail Exchange, Sharepoint...)
- Maintain and upgrade computer
- Troubleshooting network problems
- Fix computer problems



OBJECTIVE

With the experience gained in the process of studying and working, communication skills and passion, I can do the assigned job well.

SKILLS

MCSA



CCNA



Linux(Ubuntu, Debian, CentOS)



Firewall (Fortinet, Cisco, Peplink)



Network (switch, router, WLC, AP)



Monitoring (SpiceWorks, Nagios, Zabbix)



Office365 Admin



English



Aug 2017 >> Sep 2019

+ DAI DONG TIEN CORPORATION

- Cyberoam Firewall manage
- Set up accounts Office 365
- Authorization and support for users on SharePoint
- Troubleshooting network problems
- Set up devices network
- Personal support by phone or remote access
- Troubleshoot computer problem

Good interpersonal and teamwork ability



Problem-Solving



Willing to learn new technology



Planning and Organizing



Oct 2019 >> Present

+ DINOSYS CORPORATION

- Manage Peplink Firewall
- Manage Cisco Wireless Controller
- Set up accounts for new users
- Personal support by phone or remote access
- Troubleshooting network problems
- Set up devices network
- Troubleshoot computer problem
- Support problem POS, Opera, Saflok, FCS Voice, PABX