

**NGUYỄN MINH THUẬN***System Engineer*

February 04, 1998
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 <https://hanbiro.vn/about-us/>

OBJECTIVE

I want a professional working environment and salary agreement.

SKILLS

Logical thinking and creative

Customer communication

OS System

Hosting

Backup Data

Public Speaking

INTERESTS

- Social activities.
- Travel
- Music

**EDUCATION****UNIVERSITY OF SCIENCE (COLLEGE)****OCT 2016 - JUNE 2019**

Major: Information Technology

GPA: 7.25/10

**WORK EXPERIENCE****TNHH VNSO & HQG TECHNOLOGY****JULY 2019 - OTC 2020**

IT SUPPORT TECHNICIAN

Setup clouds with Proxmox, VCENTER, VMWARE (ESXI), and Deploy OS by SCCM.

Setup network with Pfsense.

Check and fix server & network devices errors. Prepare the equipment required by the sales department for sale or rent. (server, router, switch, thin client) Install & set up VPS, hosting server, network, cloud configuration according to customer requirements (windows server, centos, ubuntu, fedora).

Manage VPS and share hosting on many different platforms (Cpanel, Plesk, VestaCP).

DNS server, Mail server, Web server, Mysql Basic. Support customers 24/7.

Perform other tasks as assigned

Actively work in addressing Helpdesk tickets, including contacting suppliers or stakeholders for resolution within SLAs.

HelpDesk:

Install and effectively configure all hardware, software, systems, networks, printers, and scanners of the organization.

Prepare and hand over end-user IT devices and all necessary related information for new employees.

Recover all end-user IT devices from employees leaving the organization in compliance.

Handle the repair or replacement of IT equipment as necessary and in compliance with the organization's procedures.

Proactively monitor and ensure the replenishment of printer toner.

Keep IT documentation tidy

TNHH MTV HANBIRO (KOREA)**NOV 2020 - JULY 2022**

Linux System Engineer

Overview services:

Groupware system: Webmail, Calendar, Contacts, Board, Tasks, ToDo, HR, Whisper, Archives, Approval, Resource, Project, Timecard, Holidays, Circular.

Messenger: Web Chatting and counseling chatting.

Technology overview: APM, Qmail + Vpopmail, Elasticsearch + Cassandra, Monitor server system.

The mission of IT Linux System:

1. Figure out the reason for the server's high load (the server's daemon monitoring, check slow query log, check to send bulk mails or large mails)
2. Figure out and handle the reason for the server's high traffic. (mail, SMTP, pop3, IMAP logs)
3. Check the number of hard disks used.- check the number of customers used if the hard disk does not have sufficient capacity- change a server by insufficient capacity.- delete data totally by customer's request.- remove a log that is related to the groupware. (check to store a server log abnormally)
4. Check and change an SSL certificate. (figure out the mail of certificate expiration)
5. Figure out issues of traffic with domestic and international.
6. Manage RBL block (check the Hanbiro Monitor's push message, clear RBL block at the RBL internet site.)

7. Manage the DNS of groupware's domains. (TXT record, MX record, A record, and so on)
8. Migrate a server or upgrade the server's parts.
9. handle a bug of the groupware at the customer's request.
10. Batch change, status check, and patchwork according to requests from other teams. (Check normal settings, delete, DNS, license status, basic information check) (not).
11. Add a monitoring script at the Hanbiro managed site.
12. Manage or delete a customer's domain that is not used after backup.
13. Send mail notification to customer about the groupware's issue or notice.
14. Migrate users on the global groupware system (between global server to another global server)
15. Check and release blocking mail at the Portal site. (naver, daum, google and so on)
16. Assembly parts at a server and put a server into IDC
17. Deployment server check and patch. (not)
18. Check and handle a special case of big data or Maria database. (manage Cassandra or Elastic Search's Heap memory, restore data at cluster system)

TNHH JABIL

NOV 2022 - APRIL 2023

IT HelpDesk (Leader onsite team)

Understand and follow the IT incident management process:

1. Be the focal point to receive and handle technical problems from end-users (via email or phone).
2. Install and configure IT equipment such as PC/Laptop/Printer and IoT devices.
3. Troubleshooting hardware-related problems of PC/Laptop, network printer, label printer, barcode scanner, and some IT components as well as IoT devices.
4. Troubleshooting related to Windows 10 and Linux operating systems, Microsoft office suite, and other applications.
5. Coordinate with IT to overcome major production impacts. Including IT equipment and software related to production such as MES, SFM, SFMM, EPS... and other related software.
6. Respond to IT incident management on the status and impact of critical incidents.



ACTIVITIES

TEAM BUILDING (LINUX TEAM OF HANBIRO)

NOV 2020 - JULY 2021

Weekly activities and monthly activities

Regular team-building events, sports activities...

