

DUY THỦY NGUYỄN

IT NETWORK - SYSTEM ADMIN - SECURITY - 14 Years of Experience



WORK HISTORY

IT Supervisor

Emart Việt Nam - THISO Retail
10/2016 - Current (7 years 8 months)

Network & Infrastructure:

- Deploying & monitoring, building network system for HO/store. Resolve network system issues when they occur.
- Setup monitoring system infrastructure use tool Zabbix, Prometheus, Grafana. Setup monitoring with SIEM system.
- Performing network maintenance, security configuration. Backup & setup config network device (Cisco, Fortinet, Unifi, Mikrotik). Setup & backup the data on the SAN storage, NAS synology.
- Install & setup server windows, CentOS, Active Directory, DNS, virtual machines (VMware, Hyper-V)
- Check hardware server device and setup VoIP System.

Security:

- Using endpoint security (Sysmantec system), create policy on the Firewall.

Application:

- Understand the process and use of SAP All in one system and POS System.
- Operate, troubleshoot SAP software systems and for users.
- Operate, setup software, POS hardware & handle sales errors in store.
- Management Mail system

Project:

- Setup new network & infrastructure for store: Emart Sala, Emart Phan Huy Ich.

Support:

- Decentralize data, email to users, departments. Support users with other issues: setup PC/laptop, setup mail, install softwares, SAP system, POS system.
- Periodically check and maintain computer equipment, printers and other equipment; proposing to buy new, upgrade computer equipment for working in departments.
- Receive and process cases for users via service desk ticket system, email, zalo, skype.

Another:

- Report to the head of the department on the status of the system in the company.
- Management and training new IT staff at the store.
- Provide solutions to make the Company's activities more efficient, accurate and secure.
- Knowledgeable in LPI1, CCNA, CEH, CCNP.

CAREER OBJECTIVE

- Experienced in managing and building network infrastructure in the retail industry. Continue to accumulate more experience and practice skills in the field of system admin (linux, vmware, cloud).
- Working in a stable environment, long-term attachment, personal development.

BASIC INFORMATION

Birthday	01/11/1988
Nationality	Vietnamese
Marital Status	Single
Gender	Male

LANGUAGES

English	Intermediate
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SKILLS

IT Helpdesk Site Review
WLAN VMware
IT Administration
Server Management
Security Operations
Bảo Trì Hệ Thống
Công Nghệ Thông Tin
Windows System Administration
Wireless Network
Security Information
Information Technology
Maintenance Window Server
Network Administration
Technical Support IT Security
Information Security
Network Protocols Security

Network Protocols Security
IT System Administration
IT Operations IT Service
IT Infrastructure Management
Server System Management
Hardware Windows Server
Infrastructure Network
English Helpdesk
DNS Server DHCP
Network Infrastructure
Network Configuration Bảo Trì
Customer Support
Dịch Vụ Mạng
Cyber Security Analysis
IT Analysis Security Analysis
Configure Server
Xây Dựng Cấu Hình
Bảo Cáo Đánh Giá
Lắp Ráp Phần Cứng Máy Tính
Microsoft Windows Server 2012
Microsoft Windows LPI Level 1
CCNA MCSA

CONTACT ME



[Redacted email address]



+ [Redacted phone number]



102/51 Lê Văn Thọ, Go Vap, Ho Chi Minh, Vietnam



IT Support/Helpdesk

Thương Mại Sài Gòn - TNHH MTV - Trung Tâm Phân Phối SaTra
07/2013 - 10/2016 (3 years 3 months)

- Check network transmission, switchboard, LAN, VPN, deploy fingerprint time attendance software at the company and warehouse.
- Knowledge of Dynamic AX Microsoft software.
- User support and authorization.
- Data security, data backup.
- Install device DrayTek, Fortinet.
- Experience in installing, setting up and administering mail servers (Mdaemon, Exchange, google mail).
- Periodically maintain and check IT equipment.



IT Staff (Helpdesk)

Việt Nhật
04/2010 - 07/2013 (3 years 3 months)

- Server system administration 2008 - 2012: DC server, ISA server, mail server.
- Configure Draytek devices, telephone exchange, set up the network.
- Manage office computer systems.
- Troubleshoot hardware, software, computer networks, cameras, access control, security control.
- Knowledge of some business management software.
- Managing the use of IT-related office equipment.
- Organize the authorization of access to use, backup, ensure the safety and security of data and data on the system.
- Support users with problems on LAN, Internet, software, printers, install software according to user requirements and other problems that may occur when using computers.
- Periodically check and maintain computer equipment, printers and other equipment; Proposing to buy new, upgrade computer equipment for working in departments.
- Provide solutions to make the Company's activities more efficient, accurate and secure.
- Perform other tasks assigned by the Board of Directors.

EDUCATION



Information Technology

College - Đại Học Công Nghiệp TPHCM
09/2006 - 08/2009 (2 years 11 months)



Information Technology

Bachelors - Đại Học Công Nghiệp TPHCM
09/2011 - 05/2013 (1 year 8 months)

CERTIFICATIONS



LPI-1

Tel4VN - 2023



CCNA

Athena - 2022

REFERENCES

◆ Phạm Văn Lộc
IT Supervisor - Thiso Retail
[redacted] - + [redacted]