



# NGUYEN DINH LAN

**Date of birth:** 15/10/1996

**Phone:** [REDACTED]

**Email:** [REDACTED] **Address:** Hanoi, Vietnam

## OBJECTIVE

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Looking forward to working in large companies, professional, where there are many opportunities to get to work, grow and have better treatment policies.

## EDUCATION & OTHER TRAININGS

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### **Dai Nam University**

*Major: Information Technology*

Certificate English TOEIC 450

Certificate CCNA.

## WORK EXPERIENCE

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### **BAMBOO AIRWAYS JSC**

From 6-2018 - now

Main responsibilities:

#### **1. Management of the server system email, and operation of BAV**

- Administrator SAP system server.
- Administrator Office 365
- Administrator BOC
- Server on-premise
- Server AWS
- Backup server, sharepoint
- Administrator Timekeeper management
- Tool hepdesk
- cloud infrastructure
- Administrator Switchboard

- Administrator DNS, SSL
- Information technology asset management
- Administrator SFTP server
- Other.

## **2. User support, device upgrade:**

- B.O.C
- PC, laptop, Internet,
- Antivirus
- Company switchboard
- Sharepoint, Onedriver data
- SAP data support
- Installation of information technology systems
- Backup sharepoint, server on-premise, cloud server, SAP
- File server
- Outlook, email, sharepoint, onedriver, Team,
- Other.

## **3. Administration Office 365,**

- Check users for problems reported from helpdesk and resolve system issues (spam emails, delete system emails, full space, not sending and receiving emails...)
- Ensure the operational health of the SharePoint online environment including security, availability, performance, interoperability, and reliability.
- Supports SharePoint, onedriver sites and subsites, lists, libraries, and content (including sites, workflows, sections, permissions and access, workflows, and items)
- Microsoft Team, meeting management

## **4. System administration of servers:**

- Administration and operation of systems on cloud infrastructure: domestic private (CMC, Viettel, Vinahost, ...), public (Amazon Webservice) and services on Cloud: EC2, Secure policy, VPC, VPN, Load balancer, SES, SNS, Billing, ...
- Administration and operation of server systems in the Data Center room, outsourced cloud servers running systems: Mobile APP, HRM, CA Online, GrabConnect, AirRM, e-Perf FOE, e-Learning,

## **5. HelpDesk:**

- Supporting end-users
- Managing and maintaining office equipment including but not limited to: PC Laptop, printers, photocopier, fax.
- Support Microsoft email outlook, sharepoint, onedriver, team
- Installing and configuring computer hardware, OS (Windows and MAC) and new applications.
- Monitoring and maintaining computer systems and networks.
- Troubleshooting system and network problems, hardware/software faults.- Install, repair software (build, graphics), operating system, Email settings, Microsoft Team,
- Provides adjusts lighting, resolution setting, troubleshooting of video, audio, and lighting equipment Provides adjusts lighting, resolution setting, troubleshooting of video, audio, and lighting equipment
- Technical staff repaired and installed computer, network, laptop, printer, fax and other office equipment

**Minh Hoang Investment And Trading Service CO, LTD**

From 5-2017 to 06-2018

- Installation and repair of cameras, computers, projectors, printers, laptop computers, photocopiers, schools, industrial zone.
- Configure cisco devices, routers, servers, web server....

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## SKILLS

### Network infrastructure

Experienced in knowledge of network infrastructure, including, wireless networking, network switches, WAN / LAN, domain controllers, Active Directory, firewalls and VPN applications.....

### Database management systems

MySQL, Microsoft SQL Server, Virtual San Failover cluster , Hyper – Live Migration..

### Installation and repair

Installation and repair Server, computers, laptops, printers, network, telephone, fax and other office equipment ....

### Systems deploying

Skills in systems deploying LAN / WAN, PBX systems, security surveillance cameras, Access Control, sound system, electrical system buildings

### Other software

Fluency software graphic design public office software.  
Word, Excel, PowerPoint, email,sharepoint, onedriver, office 365,  
B.O.C,  
Timekeeping software,Sita, AMIS, SAP, ifly,Microsoft Team

### Soft skills

Communication skills is well, presentations at work issues  
Work hard, endure to the end the work assigned  
Be careful and enthusiastic, listening to things on the job  
Relations with colleagues and people.  
Ability to work independently and high groups

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