



# MAI ĐỨC CÔNG

IT Supervisor



15C, Block Binh Hoa, Hoa An Ward, Bien Hoa City, Dong Nai Province, Bien Hoa City, Dong Nai, Vietnam

## PERSONAL PROFILE

Gender : Male  
Birthday : 27/03/1988  
Marital status : Married  
Nationality : Vietnamese  
Country : Vietnam  
Address : 15C, Block Binh Hoa, Hoa An Ward, Bien Hoa City, Dong Nai Province, Bien Hoa City, Dong Nai, Vietnam

## CAREER INFORMATION

Level : Manager  
Salary : 1.500 - 2.000 USD  
Job type : Full time  
Industry : IT - Software, IT - Hardware / Network  
Location : Ho Chi Minh - Binh Thanh District/Go Vap District/Thu Duc District, Binh Duong - Thu Dau Mot/Di An/Thuan An, Dong Nai - Bien Hoa City

## OBJECTIVES

Effective and professional IT system management, research and deployment of new information technology systems to help business apply IT to the process of business management and production

## EXPERIENCE

Year(s) of Experience: 11

Current Level: Team Leader / Supervisor

**3/2020 - Now : Supervisor - VINAM OIL TOOLS JSC - Full time**

UPS APC system management

- Monitor signal on screen and check daily for abnormal signs.
- Check full load periodically every 3 months. Recommend upgrades and replacements when needed.

Manage LAN, WAN systems through Router, Switch Draytek.

- Configure VLAN, NAT, VPN.
- Check and monitor network traffic daily to detect abnormalities, fix immediately when problems occur.

Manage Dell Server system through iDrac7

- Configure RAID 5, RAID 10 .
- Daily monitoring checks to assess risks. Quickly detect abnormal problems through indicator lights or sounds from the server, fix it quickly when something goes wrong.
- Update patches regularly for Windows Server.

Manage the NethServer 7 soft firewall system.

- Configure Port forwarding, VPN, Web Filter.

- Fix related issues.

Manage virtualization systems Vmware Esxi.

- Check and monitor performance, detect and assess risks such as Hard Disk, memory, Network.
- Investigate and fix the problem in the fastest time.
- Regularly back up the virtual server to restore immediately when there is a server down problem.

Manage ERP system Epicor.

- Add, delete, edit User. Assign access permissions as required.
- Create BAQ, Dashboard, Report and customize some other functions as required.
- Backup and restore database from LIVE environment to other environments.
- Collaborate with Bartender to create barcode and QR code printing forms for the warehouse department
- Open training courses on BAQ for employees.

Office 365 system management.

- Add, delete, edit User. Assign data access rights on Sharepoint and Teams to Users.
- Build applications on Microsoft Power platform for automatic approval.
- Investigate and monitor the sharing and downloading of User data on Sharepoint and OneDrive through the Audit log feature in Compliance.
- Prevent Phishing emails. Fix related problems
- Open training classes on IT Security Awareness, Outlook, Sharepoint, OneDrive.

Website system management

- Build apache webserver in WampServer environment.
- Manage website, post content as requested by BOD.
- Backup database daily.
- Build a tool to push time attendance data to Sharepoint automatically using PHP
- Collaborate with R&D Team to build automation applications using PHP to push error signals to Microsoft Teams.
- Manage Domain, hosting, and SSL systems from other providers. Make configuration settings as needed.

Manage backup and data recovery through Veeam Backup.

- Daily monitoring of full, incremental backups and restore when needed

Manage wifi system through Unifi Controller.

- Install and configure new devices. Allocate SSID for each AP device. Upgrade the wireless controller and AP firmware as needed.
- Monitor access devices and block unauthorized access devices. Check and monitor the performance of each AP device.
- Upgrading WIFI 6 system with UniFi U6 LR running AX standard

CCTV system management through HKVision

- Install and configure adding cameras to the recorder.
- Monitor the data storage to ensure that the data is recorded for the required duration of the company.
- Upgrade the system from analog to digital camera.

Manage PABX system through Panasonic

- Allocate phone number for User. Configuration as required from the HR department

Sound system management through TOA amp and software.

- Install and configure the time and sound to be played on the software at the request of the HR department.
- Configure the time to automatically run batch files for the IoT system.

Manage Zkteco fingerprint time attendance system.

- Implement the installation and configuration of automatic timekeeping data from the fingerprint machine to HR's SQL server

PowerApps

- Build timekeeping application using PHP and SQL server to create detailed timesheets for HR department.

Fixed Asset system management through Snipe-IT software

- Update all devices allocated to employees to the software
- Print the QRcode st

**6/2018 - 3/2020 : Supervisor - Bowker Garment Viet Nam - Full time**

UPS Proton System Management

- Monitor signal on screen and check daily for abnormal signs.
- Check the full load periodically every 3 months. Recommend upgrading and replacing when needed.

Manage LAN and WAN systems through Cisco Routers and Switches

- Monitor signal lights on Cisco Routers and notify IT Group immediately when there is problem.

- Configure Port access, trunk on cisco switch for switch, wifi or computer devices. Monitor the light signal on the switch and fix it when something goes wrong.
- Monitor the light signal of the converter, check and fix it immediately when there is a problem.

#### IBM Server System Monitoring

- Monitor the light and sound signals emitted from the server and notify IT Group to request immediate repair when there is a problem.

#### Monitor firewall systems CheckPoint, WatchGuard.

- Monitor internet traffic.

#### System Management Vmware Esxi

- Check and monitor performance, detect and assess risks of Hard Disk, memory, Network.
- Investigate and fix the problem in the fastest time.

#### ShopFloor ERP system support

- Support to setup Qrcode system for Warehouse.

#### Office 365 system management.

- Add, delete, edit User.
- Prevent Phishing emails. Fix related problems
- Open training courses on IT Security Awareness.

#### Manage backup and data recovery through Symantec backup.

- Daily monitoring of full, incremental backups and restore when needed
- Replace tape backup every day.

#### Monitor wifi system through Aruba controller

- Support IT Group to setup AP for the factory when needed.
- Monitor the signal of APs and immediately notify IT Group to fix when there is a problem.

#### Manage PABX system through Panasonic

- Allocate phone number for User.
- Configuration as required from the HR department

#### Sound system management through TOA amp and software.

- Install and configure the time and sound to be played on the software at the request of the HR department.

#### Support fingerprint time attendance system, magnetic card, face

- Support the setup and get time attendance data from fingerprint, tablet, facial to SQL server of HR

#### Fixed Asset system management through ShopFloor ERP software

- Update all devices allocated to employees to the software
- Print the QRcode stick on the device.

#### Manage monitoring system through Zabbix software

- Update all server room equipment and some external fixed devices to the software.
- Configure email alerts when signal loss.

### **3/2017 - 6/2018 : Senior Supervisor - Esquel Asia Garment Viet Nam - Full time**

#### UPS APC system management

- Monitor signal on screen and check daily for abnormal signs.
- Check full load periodically every 6 months. Recommend upgrading and replacing when needed.

#### IBM Server System Management

- Monitor light and sound signals emitted from the server and fix it immediately when there is a problem.

#### Manage the Fortinet firewall system.

- Monitor internet traffic.
- Web filtering, Port forwarding.

#### System Management Vmware Esxi

- Check and monitor performance, detect and assess risks of Hard Disk, memory, Network.
- Investigate and fix the problem in the fastest time.

#### Manage backup and data recovery through Symantec backup.

- Daily monitoring of full, incremental backups and restore when needed
- Replace tape backup every day.

#### Manage PABX system through Nec

- Allocate number phone for User.
- Configuration as required from the HR department

#### Sound system management through TOA amp and software.

- Install and configure the time and sound to be played on the software at the request of the HR department.

#### Support magnetic card attendance system

- Support to set up and get time attendance data from timekeeper to SQL server of HR

Manage monitoring system through PRTG software

- Update all server room equipment and some external fixed devices to the software.

- Configure email alerts when signal loss.

#### **12/2015 - 2/2017 : Supervisor - Esquel Garment Vietnam - Full time**

System Management VMware Esxi

- Check and monitor performance, detect and assess risks such as Hard Disk, memory, Network.

- Investigate and fix the problem in the fastest time.

Manage backup and data recovery through Symantec backup.

- Daily monitoring of full, incremental backups and restore when needed

- Replace tape backup every day.

Manage PABX system through Nec

- Allocate phone number for User.

- Configuration as required by the HR department

Sound system management through TOA amp and software.

- Install and configure the time and sound to be played on the software at the request of the HR department.

#### **5/2011 - 12/2015 : IT Staff - Uni-President Vietnam - Full time**

- Upload product content to the website at BOD's request

- Design banners, microsites for short-term projects.

- Support end users to troubleshoot office problems.

## **EDUCATION**

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Highest Degree Level: Bachelor

Completion date 9-2012

Bachelor - Lac Hong University

Information Technology Engineer

## **OTHER CERTIFICATES**

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Web Designer

Hoang Nguyen Company

22/04/2014 - Unlimited

Management Network Advance

Ispace Center

22/09/2009 - Unlimited

MCSA 2012

Nhat Nghe Education Center

22/05/2018 - Unlimited

Office application level B

FLAI Technology Center

22/10/2005 - Unlimited

English level B

Lac Hong University

22/06/2011 - Unlimited

## **SKILLS**

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## **LANGUAGES**

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