CURRICULUM VITAE

PHAN THANH HOA

Profile Information

Date of birth: 18/12/1992
Sex: Male
Nationality: Viet Nam
Address: 133 Bang Dang Street – Ward 2 – Tan Binh district
Phone:
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Education

2010-2014	Computer Science – HCM City Open University
2016– Now	Athena Group (CCNA , MCSA 2008 -2012)

Career Planning

Short Term (1– 3 Year)	• Learning Security and become to Security Specialist • Learn specialist Networking • Learn Linux
Long Term (3-5 Years)	• Become master Security • Become master Networking

Work Experience

2018 - Now	**IT Supervisor – SIP CORP** **1. Helpdesk Support and IT Infrastructure** • Manage all aspects of the implementation and operation of information and functional systems for the Company, including software applications, network, phone systems and end-user computers. • Manage 3 IT staff to resolve issues in a timely manner: PC, Printer, Laptop (400 PC and more than 100 printer) • Oversee all IT support requests, incidents and problems, manage all IT Helpdesk processes for communicating outage/emergency activities to the Company. • Manage the System: Domain AD, DHCP, DNS, File Server, Email, SQL, Vmware Vsphere ESXI, Hyper-V, vCenter, Central Server, … • Manage networking: Firewall, LAN, WAN, Leased Line, VPN. • Manage Camera system (More 300 cam) Analog and IP Camera.

	- Provide help desk and technical services assistance to employees. - Implement, maintain, and ensure maximum uptime for IT systems. - Oversee the provisioning of the end-user services. - Ensure minimal downtime or interruption to staff productivity. **2. Data Monitoring & Maintenance, Backup Security** - Ensure security of information technology assets, data, network access, and backup systems. - Maintain inventory and details of IT Equipment including asset numbers and user registers. - Ensure Software licencing in full compliance with requirements and instructions. - Ensure integrity of databases is maintained and monitored. - Ensure frequent Back-ups of management working stations and all servers, maintenance and update patch for Server, Client. - Administers user accounts. - Ensure and manage user access rights are set up correctly and permanently reviewed. 3. **IT Policy Development**. - Develop and enhance Information Systems policies and procedural manuals to assure data accuracy, security, legal and regulatory compliance. - Develop best practices and written documentation for all server maintenance. - Team Management & IT Budget. - Manage IT staff, which includes hiring, training, guidance, and discipline. - Manage annual IT budget and ensure cost effectiveness. - Manage hardware and software vendor relationships. 4. **Others**. - Support ERP Team, Attendance Management software.
2017	**IT Deputy – Fuji CAC Joint Stock Company – Fuji Electric Group (12/2016-now)** - Manage 3 IT staff to resolve issues in a timely manner: PC, Printer, Laptop (250 PC and more than 80 printer) - Manage the infrastructure IT, technical support, FAX, Printer, Scan, Wifi, LAN, Internet, website, License, Software. - Manage the System: Domain AD, DHCP, DNS, File Server, Email, SQL, Vmware Vsphere ESXI, Hyper-V, vCenter, Central Server, … - Maintenance and update patch for Server, Client. - Backup database AD, ERP, Camera, Router Config, NAS, (Veeam Backup and SQL Backup)…. - Manage environment sensors system data center room. - Manage networking: Firewall, LAN, WAN, Leased Line, VPN. - Manage Camera system (More 200 cam) Analog and IP Camera.

	• Manage call center: PDX system and One contact system. • Manage email server.
2016	**IT Executive – System Admin – Help Desk – Tan Hiep Phat Group (02/2016 – 12/2016)** • IT Executive support and manage end user: PC, Laptop, Printer, OS, (400 PC) … • Support, design and deployment network project. • Manage the infrastructure IT: Printer, Switch, Wifi, Internet, LAN, Intranet, Time Attendance machine, Software. • Maintenance and update patch to client (1400 client) • Manage, install all software. • Manage email profile, Outlook, monitor computer status. • Manage environment sensors system data center room. • Manage and export data time attendance to HR dept.
2015	**IT Technical –Customer Service Team – Vietnam eSports Company(VED) – Garena Group (12/2014-02/2016)** • Technical support internet room with Gcafe, Cyberpay software. • Support account gamer : LOL and FO3 • Troubleshoot, consulting for customer using the services of company. • IT Helpdesk CS room.
2014	**Internship at ESC Online Solution (06/2013 – 03/2014)** • Design website by open source (Joomla, tomato, nuke Viet,..) : HTML 5, CSS3,.. • Participation main project. • Hand over and signing contracts with customers. • Troubleshoot, consulting for customer using the services of company.
2012	**Technical support – Open Universary(2011-2014)** • Leader team support : 20 collabrator • Support, install software • Support hardware • Maintenance and fix hardware, software • Support the network and computer system design input. **Shichida Institute of Education, Vietnam** • Collaborators in Information Technology. • Cleaning, arranging teaching aids. • Support the design of network lines for the company. • Supports server installation.
2010	**Admin in Group BINH DINH compatriot** • Manage group diary. • Communicate information about BINH DINH compatriot for all members • Confirm the entry of members - more than 122,000 members. • Up program for boards off flavor. • Confirm – collect the post of members in group. • Links:

Social work

2011	• Partner with Open University students in HCM City. • National University Entrance Exam Support Campaign in COLLEGE OF FOREIGN ECONOMIC RELATIONS. • Participate in programs on environmental protection. • Deputy camp society of 2nd Binh Dinh Camp.
2012	• Partner with Open University students in HCM City. • Support for new students entering of the first day at University. • Currency profile, detailed instructions, in particular the schedule, find accommodation for new students entering the school. • Held the Mid-Autumn festival for children in Giong Rieng -Kien giang province. • Organizing Committee of 3rd Binh Dinh camp.
2013	• Technical collaborator of the school welcome the new students. • Held the Mid-Autumn festival for Khmer children in Vinh Long. • Held the Mid-Autumn festival in the Children's house of Ho Chi Minh City. • Team leader of 4th Binh Dinh Camp. • Participated in several school clubs-organizations such as: the martial arts CLUB .... • And also participate in many other charitable social programs.
2014	• Technical support to welcome the new students admission. • Joined and held Mid-Autumn festival for poor children in Hamlet 1, 2, 3, 4 in Hiep Phuoc - Nha Be District. • Team leader of 5th Binh Dinh camp. • Green Summer Volunteer Campaign at Hiep Phuoc commune - Nha Be District - HCMC. • Obtain municipal certificate of merit, Hiep Phuoc commune, Nha Be District of excellent soldiers Green Summer Volunteer Campaign.

Skills

Languages	• Vietnamese (mother language) • English (communication)
Expertise	• Proficiency in Microsoft Office, Internet ... • Database management, SQL server, Linq, Access ... • C++, C#. • Mobile programming windowsphone. • HTML5, CSS3, Dreamweaver….. • MCSA 2008, 2012, CCNA • Proshow Producer, Aegisub.... • Proficient use of social networks. • Design and implementation of network infrastructure systems.

Soft-skills	- Team work - Organize, communicate. - Ability to handle situations well. - Flexible behavior. - To withstand high pressure job. - Experienced travel - Ability to learn. - Ability to anticipate problems, risks and find ways to overcome.

Hobbies

Photography, travel, reading, watching movies and concerts, singing, meet friends, making the clip with effects.

Reviews myself

Sociable, friendly, approachable, highly responsible work, humor, funny, easy to talk with everyone.