

# NGUYEN HUY HOAN

(1984)

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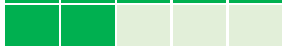


## LANGUAGES

Vietnamese



English



## MANAGEMENT SKILLS

Project



Delivery



Time



Risk



## EXPERTISE

Cloud



Infrastructure



Database



Application



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## SUMMARY

- Working experience for business: Application Development, Service provider (Telecom & Cloud Computing), Distributor of IT products, systems integration (SI) units, Retail, supermarkets and Teacher of Information Technology
- Experienced in the field of consulting:
  - o **Application Development:** Workflow Digital, Digital Workspace, Business Suite Application.
  - o **ERP & CRM Software** (Development & Manage): Odoo, Acumatica (ERP on Cloud), SharePoint, Microsoft 365.
  - o **Application** (Deploy & Manage): Web filtering, Data Loss Prevention (Infowatch) and Data digitization (IBM ECM Datacap & FileNet, DocuWare).
  - o **Cloud Computing:** IaaS (VPS, vDC, Container Platform, Public Cloud, Private and Hybrid Cloud), SaaS, BaaS, DRaaS and CDN Solution on service provider platforms as: Sao Bac Dau Telecom, Google Cloud Platform, Microsoft Azure.
  - o **Infrastructure for IT:** Consulting and designing information technology infrastructure solutions: Networking & Security (Cisco, IBM, Juniper, Check Point, Fortigate, F5 ...), Servers/HCI, Storage SAN, NAS (IBM, HPE, Dell EMC, NetApp), VM infrastructure (VMware, Hyper-V).
- Experienced in the field **IT infrastructure management** and **exploitation of IT applications**
- Projects implemented:
  - o Department of Finance Kien Giang: Improvement and upgrade the security system: IPS & IDS, Integrate 2-factor authentication system for application platforms (2024)
  - o Department of Finance Kien Giang: Data digitization (DocuWare), Digital Workspace & Workflow (Self-developed Application) – (2022 – 2023)
  - o DRaaS (DR Site on Private Cloud) for ICT Tra Vinh (2020 – 2021)
  - o CDN (App and Payment) for Cap Thoat Nuoc Tra Vinh Joint Stock Company (2020)
  - o DRaaS (DR Site on Public Cloud) for University Of Medicine Pham Ngoc Thach (2020)
  - o Data digitization with IBM ECM (Datacap & FileNet): Phu Hung Life (2019)

- Network Infrastructure & Security for Sunlife Vietnam: Cisco (Router, Switch L2/L3), Riverbed (Optimization WAN), Blue Cat DNS, IBM Qradar & IDS, Checkpoint Firewall, etc... (2018)
- IT Outsourcing (Service Desk, ITSM): AEON Vietnam, Big-C Vietnam, AIA Vietnam, IBM Vietnam (2018 – 2019)
- Relocation Data Center and Switch Site: Big-C Vietnam, AIA Vietnam. (2017)
- Infrastructure of the MMS system (Saigon [REDACTED]): IBM System i (Server Production), IBM FlashSystem 900 (Storage System) etc... (2015-2017)
- Web filtering on the 3G mobile, FTTx, and entire network of Viettel Telecom (2012-2013)



## EXPERIENCE

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### Solution Consultant Manager

#### **SAOBACDAU TELECOM SERVICE JOINT STOCK COMPANY**

**2020 – June 2024**

- Consulting on cloud-based products of Sao Bac Dau Telecom as:
  - Cloud Computing: Public, Private & Hybrid Cloud, Container Platform
  - CDN: Livestream, News, E-learning
  - Cloud Storage: Sbox (Cloud Storage), Easy Backup (BaaS)
  - xPhone (Cloud-based PBX), AI Camera, xCloudCam (Storage Platform for Camera)
- Consulting and designing information technology infrastructure solutions:
  - Solution for DR Site (DRaaS): Orientation for customer about the infrastructure migration from on-premise to cloud
  - Solution for Renovations Infrastructure
- Manage and assign tasks to the staff, to ensure the operation of the following items:
  - Consulting for telecommunication, Platform on Cloud and IT projects
  - Support sales consulting and completing projects
  - Learn and take exams the Certificate

### Technical Manager

#### **TSG SERVICE & TRADING CO., LTD**

**2019 – 2020**

- Manage and Support CRM and Workflow on base Microsoft SharePoint
- Responsible and develops the field of system integration and information technology solutions:
  - Grow, take care and find potential customers
  - Consulting and designing information technology infrastructure solutions: Networking & Security, Servers/HCI, Storage (SAN, NAS), VM infrastructure, etc...
  - Compile **documents, proposal, BOM, Draw diagram**, etc...
  - Solution **presentation: IT Project and Cloud**
- Consulting Cloud Solutions: Product Service on Cloud, IaaS – Infra on Cloud, Cloud Migration, etc...

- Consulting Microsoft cloud solutions: Microsoft Azure, Office365 Business & Education
- Manage and assign tasks to the staff, to ensure the operation of the following items:
  - IT Support for customer: License (Software), Software troubleshooting
  - IT Outsourcing Services: IT Service Desk, ITSM, IT Operation
  - Implementation services: VMware, Veritas, Veeam backup, PRTG Monitoring.
  - Consulting and deploying systems for Cloud Solution and IT projects.
  - **Management of infrastructure and Application of TSG** Network Devices, Servers, Devices POC (Demo for Project).

### Technical Manager

#### **Southern Technology Development Co., Ltd**

**2015 – 2019**

- Organize, coordinate, assign responsibilities, ensure timely and effective work
- Manage and support ERP & CMR Software on base Odoo
- BID Consultancy: Consult for setting up the investment plan (how to choose a contractor), Build Bid Documents, required documents
- Manage and assign tasks to the Leader, to ensure the operation of the following items:
  - Consulting and deploying systems for telecommunication and IT projects.
  - Implement and supervise all activities of the project
  - Putting together cost estimates, human resource requirements, work plans and time schedules for IT projects
  - Identifying staff development and training needs and then putting together bespoke training packaged for them.
  - Management of infrastructure and Application: Network & Security Devices, Servers, VM infrastructure, Application (ERP, DBA and the Services for infrastructure)

### IT Manager

#### **Chipsang & Ashmanov Co., Ltd**

**2012 – 2015**

- Research and development of Web-filtering products according to the semantics in the Vietnam market
- Management of infrastructure and Application: Network & Security Devices, Servers, VM infrastructure, Application, Database ...
- Manage, Support and Development of Web-filtering products
- Exploiting, implementing and managing projects:
  - Web Filtering: Viettel Telecom
  - DLP (Data loss prevention): Trial and Pilot

## Senior Infrastructure Administrator

### Nguyen Kim Joint Stock Company

2011 – 2012

- Design and build infrastructure and Application (Store strings & Data Center)
- Deploy, Manage and Support ERP Software (Local IT Self-developed)

## Head department, Lecturer Hardware and Network

### iSPACE Vocational colleges, VNPro Training Center, Athena Training Center

2007 – 2011

- Teaching subjects: Hardware & Network Computer, Exam Certificate: CompTIA, MCSA, MCSE, CCNA
- Build & Manage application: Online examination system & E-Learning



## PROFESSIONAL SKILLS

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- Have a sufficient level of technical expertise to be able to troubleshoot IT issues and effectively manage IT staff.
- Keeping up to date with latest trends and new technologies in the fields of software, hardware and also IT Infrastructure.
- Ability to building good relationships with colleagues and other managers.
- Work independently and teamwork effectiveness.



## TECHNICAL SKILLS

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Manage, monitor, deployment, maintenance and troubleshoot:

- ERP, CRM and Workflow Software: Self-developed Application, Odoo, Acumatica (ERP on Cloud), SharePoint (CRM & WorkFlow)
- Cloud & Application: Microsoft 365, Microsoft Dynamic, Microsoft Azure (IaaS, PaaS), Google Cloud Platform (IaaS, PaaS).
- Security: Firewall (Cisco ASA/FirePower, Check-Point, Fortinet), IPS/IDS (IBM Qrada).
- Database: SAP HANA, IBM DB2, MSSQL, Oracle.
- Networking: Switch L2/L3, Router, Optimization WAN, Wireless Controller (Cisco, HPE/Aruba, Meraki, Unifi, Riverbed).
- Servers: Intel base x86, IBM Power System, VM Infrastructure (VMware & Hyper-V)
- Services Infrastructure: AD, DNS, DFS, Web Services, NFS, iSCSI ...
- Storage: IBM (Storwize, FlashSystem), NetApp (FAS, E, All Flash), EMC (Unity, Isilon)
- Monitoring System: Zabbix (OpenSource), ManageEngine OPManager (Network & Servers Monitoring), Solawinds (Network Performance Monitor, NetFlow Traffic Analyzer, Network Configuration Manager).



## EDUCATION

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### **University | UNIVERSITY OF TECHNICAL EDUCATION HO CHI MINH CITY**

2003 – 2008

Information Technology Engineer

### **Project Manager | FMIT International Consulting Training Corporation**

TRAINING FOR A SHORT TIME

THE PROJECT MANAGEMENT INSTITUTE (PMI)

### **The Certification**

PMP, IBM Enterprise Content Management, IBM Security QRadar, CCNP (Routing & Switching), CCIE Written, MCSA, MCSE, MCSE Security, MCITP Enterprise, CEH, CompTIA A+, CompTIA Security+, CompTIA Pentest + ...