MY RESUME

Full name : Nguyen Viet Chi Thien
Day of birth: 14-9-1984
Gender   : Male
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Phone   :
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❖ CAREER

I want to create a lot of value for my organization with my passion and _____ a lot of knowledge, practical experience, and self-development skills is my care

❖ EDUCATION

- Graduated with major in network administration- India International Institute of information Technology NIIT
- Bachelor of Information Technology - Ho Chi Minh Open University
- Participated in the following topics : Build the network infrastructure windows server 2003, 2012, 2016, AD, DNS, DHCP, Fileserver, SQLserver, firewall, VPN, Website và Mail Exchange + zimbra, server Linux, Nas…..
- Microsoft certificate system administrator (MCSA)
- Microsoft certificate system engineer (MCSE)
- Linux

❖ WORK EXPERIENCE

Experience: More than 10 years of experience in the IT field

❖ Orient Commercial Joint Stock Bank (OCB)
2/2017- Present
Position: Operational support supervisor
Size: More than 5000 people

- Document standards, policies, and procedures to facilitate inter- and intra- departmental knowledge sharing.
- Manage IT service desk team to support (analysis, plans, report and resolution) computer hardware and software issues via phone or in-person support
- Research, evaluate, and recommend hardware and software to support end-user computing requirements.
- Train users in the operations of IT peripheral compliance.
- Create and maintain procedural documentation, including inventories, licensing, and maintenance contracts.
- Develop and maintain working cooperation with departments and vendors to preserve hardware and software standards while reducing
- Document standards, policies, and procedures to facilitate inter- and intra- departmental knowledge sharing.
- Provide administration and support for the IP network.
- Administer and support the AD, Exchange, and other server technologies
- Manage network infrastructure & enduser system with internet, Lan/Wan, access door, Callcenter IP system…

❖ DATVIET VAC MEDIA ENTERTAINMENT GROUP

10/2010 – 2/2017
Position: IT support
Size: Some 500 people

- System management CNTT include: Windows Server / Windows xp, 7, 8, 10 and support more than 500 user used computer daily.
- Perform analyst and troubleshooting to ensure system stability, security and availability. Propose and provide business IT solution and manage problems
- Monitor the network system LAN / WAN, connect and support for the office and branch for the different locations
- Troubleshoot LAN, server ,related issue (domain ,file server, Dhcp, Dns, Adsl, mail, printerserver ...)
- Technical recovery support for the remote access, help for end users, anti- virus, data backup
- Set up computer for new user and manage Callcenter analog
- Troubleshoot and repair all hardware and software
- Coordinating to support teamwork

❖ **NAM VIET Joint Stock Company**
10/2007 - 2010
Position: IT Teamleader
Size: Some 100 people

- Manage the network system, change the entire upgrade system infrastructure server domain (AD, DHCP, DNS, Fileserver, Firewall, Database...)
- Monitor , update & develop website internal
- Change the old email system to a new , stable and efficient email server using google mail solution
- Build the system of information security and safety of use
- Supplying materials / investing in IT equipment (PC/Laptop/projector/printer/UPS….)
- Give plan to maintain, regular maintain, make sure good for the system .
- Guide & support troubleshooting computer users
- Troubleshoot system lan/wan
- Research suitable solutions for business work.

❖ **EXPERIENCE - PROJECT**

Project manage
- Deploy & manage Service desk ITSM service provider CNTT to for user
- Deployment of Desktop central project for workstation management system
- Deploy to move infrastructure
- Build process of service provision and request handling, equipment asset process
- Monitor and service classification to support follow & assign with time logical
- Office (2003, 2010, 2013, 2016, 365)
- Windows (Microsoft xp, 7, 8, 10, windows server 2003, 2012, 2016….) Linux (Ubuntu, centos, fedora), MacOS.
- Server (IBM, Dell, HP), Cisco, Draytek, Load balance Linksys, Wifi, NAS…
- Else: Joomla, SQL, other hardware ..v.v…

❖ **SKILLS**

- Read & understand specialized English documents and find information
- Work independently/ group ,diligent and careful
- Solve the problem quickly, teamwork, Leadership, planning, organization.

- Have a sense of responsibility and honesty, take initiative in work
- Fun, active and sociable.
- Project Management Software documentation, Microsoft office.

❖ **<u>INTERESTS</u>**

- Read book and listen to music
- Travel – sport