

DUONG HUU KIEU

Leader in IT Team, Expert Network System Specialist, Over 10 Years of Mastery

PROFESSIONAL SUMMARY

Up to now, with a journey of extensive experience in the field of Information Technology, I am proud of the achievements I have achieved in leadership roles in IT departments of large corporations. My confidence stems not only from my ability to adapt quickly to a diverse work environment, but also from my ability to plan, analyse deeply, and solve problems intelligently. Praise from superiors and respect from colleagues are things that often appear in my career. Good communication skills not only help me express ideas accurately but also create a positive and collaborative work environment. Discipline and professionalism are qualities that I always adhere to, helping me maintain respect and credibility in the work environment. Furthermore, I believe that sharing knowledge is not only a way to promote personal success but also a driving force to promote the development of the entire professional community.



EXPERIENCE SUMMARY AND SKILLS

I am an experienced IT professional with a diverse skill set and deep expertise in various domains. Below are my key achievements and skills:

- Server System Administration and Virtualization

I have vast experience in managing physical servers from leading manufacturers such as HP, Dell, IBM, as well as virtualized server environments by deploy virtualization platforms such as VMware ESXi and Hyper-V. With many years of experience, I have participated in many important and successful projects in deploying and maintaining complex server systems. In addition, I also have experience operating servers on datacentres of service providers such as Viettel and FPT.

- Server Management for Enterprise Resource Planning (ERP) Systems

In the role of server management for ERP systems, including applications such as SAP, Exact Globe, Bravo and MISA, I ensure that the system's operation is the system runs smoothly and stably. By carefully managing servers and periodically backing up data, I ensure that important information is always protected and available when needed. In addition, I also maintain connection bandwidth to the server to ensure system performance is always stable and customers can access quickly and easily.

- Email and Server Administration

As an email server manager, I ensure that email services always operate smoothly and stably on physical servers as well as cloud-based email platforms. like Microsoft 365. I deploy and maintain email systems like MDAemon and IMail to ensure that users can send and receive emails efficiently and without interruption. At the same time, I also establish and promote email usage policies to ensure that the organization's email activities are consistent with the organization's goals and standards. These policies not only help protect important information but also create a professional and safe working environment for all employees.

- Infrastructure Management

In infrastructure management, I not only deploy and monitor wired networks, but also manage wireless network infrastructure using centralized management controllers from leading brands such as Cisco, Ruckus and Aruba. I am responsible for establishing Wi-Fi usage policies for employees and customers, to ensure the security and performance of the Wi-Fi network. By optimizing the infrastructure, I ensure that maintenance costs are minimized, while providing a stable and quality network environment for the entire organization.

- Network Security

Relying on firewall devices such as Fortinet, Cisco, Meraki, and Sophos, I can deploy many network security policies. These policies include access prohibition, application control, VPN management, attack protection,

and data encryption. By establishing and following these policies, organizations can increase the security of their network infrastructure, prevent cyber threats, and keep critical data safe. At the same time, I also deploy Symantec anti-virus programs to protect the system from malicious threats.

- Storage Administration

I have diverse experience in deploying, configuring, and managing storage systems, especially SAN/NAS devices from brands such as HP and Synology, to meet the storage expansion needs of businesses. Using SAN/NAS solutions, I have built efficient, flexible, and scalable storage systems. At the same time, optimizing performance and ensuring data availability is always a top priority in the management process.

- Data Security

For data security, I deploy diverse backup and recovery solutions, including tape, hard drive and cloud storage using the most powerful backup software today such as Veeam Backup, Symantec. Additionally, I have implemented backup strategies including rotating backup plans and offline storage to ensure redundancy and data integrity. These measures not only protect against data loss but also enable quick recovery in the event of system failure or data corruption. Furthermore, I enhance data security through strong encryption protocols and meticulous access controls, ensuring that sensitive information is protected from unauthorized access or modification.

- Budget Management

Regarding budget management, I undertake planning based on annual fixed costs such as system upgrade plans, software license costs, and IT-related costs. I also regularly monitor and evaluate spending against the annual budget to ensure that resources are allocated effectively. In addition, I also consider, and handle costs incurred when implementing unplanned projects, working closely with other departments to solve unexpected challenges.

- Project Management

Project management plays an important role in ensuring projects are implemented effectively and successfully. I usually approach project management by planning carefully, preparing detailed plans, and conducting regular progress monitoring. I also act as an intermediary, coordinating with contractors and other departments in the company to ensure harmony and efficiency during project implementation. When problems arise, I ensure that they are resolved quickly and accurately so as not to affect the progress and quality of the project. In this way, I help bring projects to success and meet the company's business goals effectively.

- Strategic Planning and Leadership

With leadership and strategic planning skills, I skilfully lead teams and assign tasks based on proposed plans. I inspire and motivate team members, ensuring everyone is aligned towards our strategic goals. By making smart decisions, I guide projects to successful outcomes.

- Problem Analysis and Resolution

I am good at systematically analysing and solving problems, suggesting creative solutions and monitoring performance for continuous improvement. This capability also includes providing excellent user support, which is consistently appreciated by colleagues.

WORK EXPERIENCES

NOVA E&C (NOVALAND) - IT Leader

Ho Chi Minh City - Dec 2017 – Present

• Achievements & Contributions

- Successful Deployment of Stable Connectivity Infrastructure: Between the main office, factory, and approximately 9 small sites connected to the Viettel's datacenter, including management of domain servers, centralized data storage infrastructure, and scheduled backup systems.
- Successful preparation and Office Relocation: Minimized disruptions during the relocation process. Also, deploying network infrastructure when new projects arise.

• Responsibilities

- I am responsible for reporting on Information Technology issues to the General Manager and Director and recommending Information Technology solutions.
- I oversee IT operations for more than 250 employees at various locations, including main offices, factories, and offices in buildings under construction.
- I manage server infrastructure to ensure compliance with performance and security standards, including monitoring servers at Viettel's datacenters and monitoring connections between office servers and datacenters. materials to minimize disruption.
- I operate Fortinet firewall devices to monitor network performance and transmission channels, as well as establish reliable VPN connections from branches into Viettel's datacenters.
- I manage a team of 2 members, planning, supervising, and supporting the team in the process of implementing tasks from superiors as well as requests from users.
- I play a key role in preparing the IT department's annual budget, performing a thorough assessment of project requirements, and effectively allocating resources.
- I work closely with the corporate IT team to ensure alignment and consistency in IT strategy and initiatives.

TỔNG CÔNG TY PHÁT ĐIỆN 3 (EVN GENCO3) - IT Engineer

Ba Ria – Vung Tau Province - Jul 2016 – Nov 2017

- **Achievements & Contributions**
 - In my role, I played a crucial part in the success of the project to transition the network infrastructure from wired to wireless, alongside deploying a centralized controller system. By offering innovative solutions, drafting detailed proposals, and executing the configuration and operation steps for Cisco's Wi-Fi controller infrastructure, I contributed significantly to enhancing employee productivity and fostering flexibility and cost savings. Within this plan, I developed a model comprising 15 access points and 1 centralized controller. Additionally, I identified and configured bandwidths for user groups within the system as well as for customer groups, ensuring optimal performance and network connectivity experience.
 - In addition to deploying the Wi-Fi controller solution, I also implemented a backup system using HP tape drives, providing effective backup and timely recovery solutions for the business. This robust backup infrastructure has ensured the security of critical organizational data and minimized the risk of data loss, thereby enhancing resilience in case of incidents.
- **Responsibilities**
 - Ensure the stable operation of the entire server infrastructure, including the domain, email server, CCTV system, and SCADA transmission channel to EVN Corporation, to establish a seamless connection between the office and the Vietnam Electricity Corporation.
 - Report operational progress to the leadership team and department heads, ensuring continuously updated information and coordination in work management and coordination. Simultaneously, provide support to affiliated units in operations.
 - Provide information technology support to approximately 100 users, including office staff working in the factory area, to ensure seamless and uninterrupted operations.
 - Organize online training sessions and business meetings to facilitate effective communication and cooperation within the organization, among EVN Corporation, the Corporation, and its affiliated units. This is achieved through managing Polycom video conferencing equipment.

INTERWOOD VIET NAM - IT Leader

Binh Duong Province - Feb 2011 – May 2016

- **Achievements & Contributions**
 - Deployment of Wireless Network Infrastructure: I spearheaded the deployment of wireless network infrastructure across the entire factory premises, aiming to enhance work efficiency and connectivity between devices and systems.
 - Cost Reduction Measures: I implemented cost reduction measures by leveraging open-source solutions such as OpenOffice, effectively optimizing budgets while improving work productivity.
 - Successful Office Relocation: I successfully organized the relocation of the main office by coordinating with departments and overseeing contractor supervision, ensuring the timely completion of the project.


- **Responsibilities**

- Reporting to Department Head: Regularly providing updates to the Department Head, including information on network activities and user support services, and collaborating to address departmental needs and goals.
- Network Infrastructure Management: Supervising the management of network infrastructure, which includes domain servers, the internal email system (IMAIL), the ERP system (Exact Globe), and other IT systems such as the camera system and attendance machine system.
- User Support Services: Delivering high-quality support services to approximately 250 users at the main office within the factory premises, ensuring they receive assistance via internal phone lines or email.

EDUCATION

- Ho Chi Minh University of Technology (HUTECH) - Year of Graduation: 2010
- Nhat Nghe (Certifications: CCNA, MCSA, MCSE) – 2008

ADDITIONAL

- ISO 27001: Information management and data security.
- Tender management and negotiation with clients.
- Team management and collaboration with related departments.
- Budget and asset management: Optimizing resources and costs.
- Strategic planning: Setting goals and development directions.
- Effective work management: Organizing and managing time and tasks flexibly and efficiently.
- Project management: Coordinating, monitoring, and evaluating project progress.
- Problem Analysis and Resolution.
-  programming
- C++ programming
- Object-oriented programming
- SQL Server and database management
- Data structure
- Logical thinking

CAREER GOALS

- Become a leading expert in the field of Information Technology
- Master new technologies and apply them creatively and effectively.
- Participate in challenging projects to maximize leadership and problem-solving skills.
- Contribute to organizational success and promote personal development.
- Guide and share knowledge with colleagues and team members.
- Committed to continuous learning and personal development to become a visionary professional who positively impacts both the organization and the community.

REFERENCES

By seeking feedback from these two individuals, you can gain a comprehensive understanding of my work performance and receive evaluations regarding my professional competency.

- Mai Van An
 - Position: Director
 - Email: [REDACTED]
- Nguyen Thi Trang
 - Position: Human Resources Manager
 - Email: [REDACTED]