TRAN DUY TRUONG
System Support Engineer

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Education

Thu Duc College
Communication and network computer (2015-2018)
GPA: **7.64/10**
Graduation thesis
System and monitor network activity via mail and SMS (using Nagios + Twilio)

Soft skills

Problem Solving

Technical research

Customer service mindset

Communication

Time management

Logical thinking and creative

Technical skills

Windows server

Linux/Unix

Network

Endpoint security

Powershell/scripting

Languages

English

Interests

Play soccer (Game/real life)
Listen to podcast/music
Reading
Art

EXPERIENCE

November 2020 - present
Associate System Support Engineer
VNG (Datacenter) - vng.com.vn

- Preparing and installing a new server (blade/server U) for the production in DataCenter. (including install new OS/package)
- Monitoring all hardware issues in the server and fix them immediately
- Performing upgrade server hardware for the production and make sure downtime is the shortest.
- Manages camera/Access door system in the Data Center.

Sep 2018 - November 2020
IT&HW support technician
Gameloft - gameloft-sea.com

- Support end-users to troubleshoot all issues related to hardware/software/phones.
- Leading a small team (3 people) and create mainly a PowerShell script for the project "update windows 10 to higher version to avoid security issues" for more than 300 computers in two months.
- Create a Powershell script to check all computers turn on overnight and report automatically at the end of each month for team COM.
- Deploy and manage the STF server for the QA team.
- Manage and take main responsibility for ensuring information security for users' computers through Vipre endpoint security.
- Create a Powershell script to check all detailed information(username, email, specs,...) from the IP address/computer name to easier support remotely.
- Create a PowerShell/CMD script to automatically run a remote desktop assistant on the client's computer.
- Leading a small team (2 people) and create mainly a Powershell script for the project change all computer names for more than 500 computers to easily manage in 2 months.
- Build a deployment server (uses Windows Deployment toolkit + Windows Deployment Services in windows server 2016) and create a windows 10 template to speed up the process of preparing new computers.
- For all PowerShell scripts, I put them in my GitHub.

CERTIFICATIONS

CCNA Routing and Switching: Routing and Switching Essentials (Netacad.com -2017)
Introduction to Cybersecurity (Netacad.com - 2019)
Mastering Office 365 (itforvn communication - 2020)
Enterprise Network Monitoring with Prometheus and Grafana (itforvn - 2020)
Implement And Manage Infrastructure VMware vSphere 7.0 (ITforVN - 2020)