Contact

+36 30 3112433 (Home)
deathcrow42@gmail.com

www.linkedin.com/in/
ngocnguyenquang (LinkedIn)

Top Skills

Network Engineering

Major Incident Management

MMORPG

Languages

Hungarian (Native or Bilingual)

Vietnamese (Full Professional)

English (Native or Bilingual)

Italian (Limited Working)

Spanish (Limited Working)

Certifications

Duolingo English Fluency: Expert
(Estimated)

Ngoc Nguyen Quang

Jurassic Park
Budapest, Budapest, Hungary

Summary

Solving all operational issues, focusing on the technical resolution (IT Infrastructure and Application troubleshooting, monitoring, IT security reviews).

Working now currently to reach higher levels in modern IT security.

Living in Budapest and working in a multicultural environment - motivated for new challenges, if you can give one.

———

Experience

SAP
Lead Escalation Officer
May 2020 - Present (5 years 10 months)
Budapest, Hungary

Lead Incident Management for the whole SAP infrastructure (Hyperscalers, Network, Compute, Storage)

Pareteum Corporation
Incident Management Coordinator
February 2014 - May 2020 (6 years 4 months)
San Feliu de Guixols

• Senior Incident Manager

• Organizing the work of Incident Managers

• Incident Management Process Owner

• ITIL Expert

Frostshock.eu
Online Journalist/Tournament Organizer
January 2006 - May 2020 (14 years 5 months)
Budapest

Online Journalist/Tournament Organizer

• Forum Administrator

• Online blogging since 2006 about World of Warcraft, Starcraft, Diablo, and Hearthstone
• Writer on a blog with over 10000 regular reader
• Organizing & Hosting Tournaments, Live Streams

NTT Europe Ltd.
Customer Service Team Leader
July 2013 - February 2014 (8 months)
Barcelona

• 2 month service transition of server/network support from UK to Barcelona
• 7/24 operation between 5 teams
• Supporting NTTE customers in Europe and around the globe in a 24/7 operation (Windows & Linux servers)

T-Systems
Information Security Specialist for Everything Everywhere
February 2012 - June 2013 (1 year 5 months)
Budapest

Information Security Specialist
• Monitoring & Reporting:
• Firewall changes and rules
• Network activities
• File Integrity and Network Intrusion systems
• Penetration testing, Wireless scan

T-Systems
4 years 4 months

Transition Manager - Incident & Problem Management for Everything Everywhere
October 2011 - December 2011 (3 months)
Milton Keynes, United Kingdom

Transition Manager - migration of Incident & Problem Management
• Problem Management
• Incident Management
• Set up, update and manage the Known Error Database
• SM9 ticket management system configuration for Incident & Problem Management

Transition Manager/Data Analyst for Everything Everywhere
May 2011 - September 2011 (5 months)

• Transition Manager/Data Analyst – EE intranet

• Migration of data to the Identity Management Systems (IMS) to build intranet systems

UAM Transition & Handover to Fujitsu Lisbon
April 2011 - April 2011 (1 month)

UAM Transition to Fujitsu Lisbon

• Transition of User Account Management fuction from Budapest to Fujitsu Lisbon - Portugal

• Complete handover, including:
- Work instructions
- Process documents
- Knowledge transfer

User Account Specialist/Manager for Centrica
January 2009 - March 2011 (2 years 3 months)

User Account Specialist/Manager (Centrica)
• User Account Management
- On-Call user account management VIP support
- Create & Maintain user accounts (grant/remove: login, exchange email, network share, software access)
• Setup corporate printers and printer servers (Windows server 2003 & 2008)
• File Access Management

Second Line Desktop Support Technician for Centrica
September 2007 - December 2008 (1 year 4 months)
Budapest

Second Line Desktop Support Technician (Centrica)
• Repair, reinstall softwares and complete system rebuilds on desktops, laptops and VM-s
• Analyze re-occuring incidents
• Providing first time fixes and analysis

———

Education

Budapesti Corvinus Egyetem
Bachelor of Science (BSc), Information Technology & Economics · (2004 - 2007)

Berzsenyi Daniel Gimnazium
Mathematics and Statistics · (1998 - 2004)