



# Pham Minh Phuc

## IT Expert

20/02

Male

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Download CV

### SUMMARY

♦ I am a dynamic and eager employee. Open, joyful, pleasant, and social to new people, but only in moderation. Always seek to improve yourself in work and in life. Analysis of challenges, data thinking, and research techniques are useful in work. Like outdoor activities in health situations. Likes to read books, play games for amusement after stressful working hours, business ideas, freelancing in the IT area, business data analysis, trade, and marketing

### EDUCATION

08/2024 - 11/2024      Informatics Center - University of Natural Sciences



#### SQL FOR DATA ANALYTICS AND BASIC PBI

- ♦ Overview of relational databases: Database, Table, Mô hình ERD (Entity Relationship Diagram)
- ♦ Introducing BigQuery: Google Cloud, BigQuery, Setup, Google Cloud Console
- ♦ Basic SQL commands - Subquery. Combining data from multiple tables
- ♦ Statistical Aggregate Functions - Window Functions
- ♦ Các hàm tổng hợp thống kê (Statistical Aggregate Functions)
- ♦ Data Cleaning Strategies for optimizing BigQuery queries

07/2020 - 02/2021      Cybersoft - Cyberlearn Programming Education Center



#### FRONT-END PROGRAMMING SPECIALIST FOR THE PROJECT

- ♦ Programming course; thinking in programming, problem-solving, Java language, OOP
- ♦ Front-end Foundation course: basic knowledge of HTML5, CSS3, Bootstrap 4, SASS/SCSS, Javascript (ES5/ES6), Jquery, AJAX, Git, ...

02/2017 - 06/2017      VnPro Center



#### CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)

- ♦ I had knowledge about Networking(LAN, WAN, WiFi...)
- ♦ I was taught and contacted with devices of Cisco (Router, Switch...)

09/2011 - 09/2016      Ton Duc Thang University



#### Major: Telecommunication

- ♦ Total score: 6.51.

### WORK EXPERIENCE

04/2023 - 08/2024



CHAINS CARAVELLE HOTEL JOINT VENTURE COMPANY LTD

#### IT TECHNICIAN

- ◆ Maintain stability and security of company's E- Gaming systems
- ◆ Cooperating with Technician team to solve technical problems
- ◆ Maintain the smooth operation of system, computers, laptops and other office equipment
- ◆ Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- ◆ Develop tools to improve staff working efficiency:  
Another task assigned by manager • Installing, configuring & maintaining IT infrastructure, workstations, printers...
- ◆ Managing network system (Router, Switch, Wireless, LAN, VPN, Partner connections...) timely detect and fix any problems when necessary. • Managing and deploying virtual infrastructure, Servers (VMware vSphere, AD, File server, Web servers...).
- ◆ Monitoring daily system performance and doing backup tasks. • Creating and implementing the plans for network security, file permissions, doing backup and disaster recovery.
- ◆ Supporting Hardware team to setup EMG machines.
- ◆ Troubleshooting networks, systems and applications issues.

08/2022 - 12/2022

#### FREELANCER IT

- ◆ Troubleshoot about the network, mail, software, hardware by remote support (Anydesk, Ultraviewer, Teamviewer...) or On-site
- ◆ Install the softwares which are asked, active or reinstall Win10.
- ◆ Fix errors about the laptop's driver, sound, camera, monitor...
- ◆ Manage Microsoft Office 365, Microsoft Azure, Onedrive, Print sever, Wifi System, Google Workspace (G Suite)....
- ◆ Replace the parts of laptop or PC (RAM, hard disk, battery...). Familiar with models of HP, Dell, Asus, Acer...

12/2021 - 08/2022



JOINT STOCK COMPANY TRUONG HAI GROUP

#### TECHNICAL ADMINISTRATIVE SPECIALIST (IT HELPDESK)

- ◆ Support users when experiencing problems with computer machinery (Win errors, machines not up, full mail, screen not up ...)
- ◆ Install computer equipment, necessary software (AutoCAD, Itax, HTKK, Nitro ...) for users, manage equipment, arrange and transport
- ◆ Do the paperwork handed over to users, direct events large and small are organized in conjunction with the event department
- ◆ Write a document instructing new personnel to use electronic devices, as well as internal installation
- ◆ Manage printer servers, create accounts for users, join domain, install mail, click network cables ...
- ◆ Support the different department Employees . Create new accounts on the window server and Manage the operation of it and printing server. Checking group Mail and personal mail to reply partners issues (mail trouble, Install new software, printer, scan,...etc..).
- ◆ Creating the documents For new employees or new softwares, solutions, devices. Setup meeting room (offline or online) for head officers Sometimes I supplied the infrastructure department (clean and Organize server room) Remote the peer's device by damware or ultraviewer for fixing Errors.

5/2021 - 11/2021



**Alpha Apparel Group Corporation**

**OPERATION EXPERT( IT SUPPORT )**

- ◆ Installation, maintenance, hardware clean. Follow operation system, setup software(Camera, AI, Corel...)
- ◆ Taking the network system are been operated fluently. If system is been taken break-down, will report suppliers to support right now. Suggesting the new configuration's PC or laptop to departments. Contacting the suppliers to supply products and hand over.

8/2019 - 3/2021



**Co.opMart Supermarket**

**IT EMPLOYEE**

- ◆ Onsite in the Coopmart and support customers and colleagues about the company's software, hardware, server, cash...
- ◆ Fix and update the company's software, hardware, server, cash...

8/2017 - 2/2019



**Dcorp R-Keeper Vietnam - Ho Chi Minh City**

**DEPLOYMENT EMPLOYEE AND COMMAND CENTER**

- ◆ Deploy POS software(R-keeper7) for customers: Redsun, Golden Gate, New Pearl...
- ◆ Answer the questions about the software on the hotline. Support and solve by TeamViewer or ultra viewer about the software's bugs. if I solve impossibly, I'll onsite to the customers(with the condition include the customer sign technology contract)

08/2016 - 11/2016



**FPT Shop - Ho Chi Minh City (FRT)**

**SUPPORT TECHNOLOGY AND SALES**

- ◆ Support Technology for the customer and sell items in the shop.
- ◆ Check products, software, date experience, licenses...
- ◆ Solve customer's incidents (the black screen, the battery is been failed, the speaker is inactive...)

**CERTIFICATIONS / LICENSES**

02/2017 - 06/2017 ◆ CCNA Certification (Cisco Certified Network Associate) ( Vnpro, Ho Chi Minh City )

03/2016 ◆ TOEIC 505 (IIG, Ho Chi Minh City)

**SKILSS**

**SQL and Basic PBI** ◆ Select, From, Where, Group By, Having, Build Report...

**Front-end Developer** ◆ HTML5/CSS3, JavaScript, Git, React...

**Microsoft Office** ◆ Word, Excel, Power Point...

**English** ◆ Communicating (Intermediate), reading documents, writing email

**Soft skills** ◆ Teamwork, self study

