



Son Chu Thai

IT Service Owner (2 years 1 month)
VNG Corporation

(+84) 904211988 | sonct988.job@gmail.com | Ho Chi Minh City

Experience

9 years of total experience

Mar 2018 – Mar 2020
(2 years 1 month)

IT Service Owner VNG Corporation

Industry	Consulting (IT, Science, Engineering & Technical)
Specialization	IT/Computer - Network/System/Database Admin
Role	Network/System Engineer
Position Level	Senior Staff / Team Leader / Supervisor

IT Helpdesk:

- Consulting, supporting users to handle incidents related to IT services for employees, customers, partners at VNG office (Network access, Printing, meeting rooms, o365 services, saving Data storage, Office applications)
- Make clips, tutorials, and troubleshooting.
- Share, guide to use and troubleshoot meeting room services (lifesize, sfb)

IT Service Owner:

- Management, supply and operation of services, equipment, tools related to Printing, Copying, Fax.
- Research and deploy solutions to improve printing service quality (Automation settings, monitor printer system).
- Managing, providing and operating services, equipment and communication-related tools in the office.
- Manage, provide and operate services, equipment and tools related to wired, wireless network access, Internet & Intranet connection, at Access Layer.
- Research and develop services of IT Department to improve service quality, improve user performance.
- Research and deploy solutions to improve the operation and service capacity of the IT Department.
- Support for IT Department events.
- Plan to purchase, manage import and export of equipment for the project.
- Control and appraise contractors in the process of deploying IT services in VNG Campus Project.
- Deploying and improving IT services in projects of renovating, upgrading and building offices.
- Coordinate with teams in deploying and operating the network for VNG's offices.

Oct 2013 - Mar 2018
(4 years 6 months)

Technical Support Engineer VNG Corporation | Ho Chi Minh City, Vietnam

Industry	Computer / Information Technology (Software)
Specialization	IT/Computer - Software
Role	Supervisor/Team Lead
Position Level	Senior Staff / Team Leader / Supervisor

Supporter:

- Support customers through Remote Desktop, phone, CS Tool, Forum, email channels.
- Testing new testing programs of CSM, CSM Click, CSMBot, CSM Router, Gcafe Bot, Esale and corresponding products.
- Implement Clips feature guide for the product on the support page csm.zing.vn

Coordinator:

- Arrange working time for Supporter.
- Data analysis support to reduce the processing time and treatment failure.
- Supporter management and training.
- Research and handle abnormal errors.
- Handle customer complaints.
- Optimize the processing process.
- Coordinate with teams in deployment and operation to solve the problem.

Leader:

- Manage CSM Function & Game groups.
- Specialize in Supporter for each group.
- Optimize human resources and process.
- Planning, Training Newcomer, updating FAQs.
- Ensure quality service for VIP & Normal customers.
- Sale CSM VIP :
 - + Analyze the list of potential customers as data for the Sale team to contact for advice.
 - + Coordinate related teams to optimize the solution
 - + Making content, promotional clips for CSM VIP.
 - + Report and analyze unusual problems in sale.

Apr 2013 - Jul 2013
(4 months)

Technical Staff

Trung Anh Developing Investment Ltd | Ha Noi, Vietnam

Industry	Computer / Information Technology (Software)
Specialization	Technical & Helpdesk Support
Role	IT Support/Helpdesk
Position Level	Junior Staff

- Support & troubleshoot software and hardware for computers and office equipment.
- Computer maintenance for small and large businesses.
- Participate in construction support received from the coordinator.

Mar 2011 - Mar 2013
(2 years 1 month)

Technical Staff

Informatics Digital Technology Company | Ha Noi, Vietnam

Industry	Computer / Information Technology (Software)
Specialization	Technical & Helpdesk Support
Role	IT Support/Helpdesk
Position Level	Fresh Grad / Entry Level

- Assembling, installing operating system and computer software, backing up data.
- Build Ghost for individuals and businesses.
- Configure Modem, Access Point, Printer, Fax, Scan devices, etc.
- Check the warehousing equipment.

Education

2013

NIIT

Bachelor's Degree in Computer Science/Information Technology | Vietnam

Major	Network Administrator
Grade	Grade A/1st Class

Professional Diploma

2011

University of Economic and Technical Industries
College Degree in Engineering (Computer/Telecommunication) | Vietnam

Skills

Advanced	Customer Care, Consulting Solutions, IT Support, Computer Hardware And Software, Human Management, Windows Operating System
Intermediate	Linux Operating System, MacOS Operating System, Sales Skills, Sales Analysis

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
English (Primary)	5	7

Additional Info

Preferred Work Location	Ho Chi Minh City
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About Me

Address	Ho Chi Minh City, Vietnam
Nationality	Vietnam