

Henry Tran

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SKILLS

Cloud Platforms: Microsoft Azure, AWS (IAM, EC2, S3 concepts)

Endpoint & Identity Management: Microsoft Intune, Autopilot, Active Directory, Azure EntraID, MFA (YubiKey, Duo), LAPS, SCCM

Automation & Scripting: PowerShell for onboarding and security hardening, BASH, CLI

Security & Compliance: Vulnerability Management (Tenable), Secure Baseline Configurations, BitLocker

Networking Fundamentals: VPN, DNS, LAN/WAN troubleshooting

Tools: ServiceNow, Lansweeper, GoToAssist, NinjaOne, RDP

PROFESSIONAL EXPERIENCE

Tier 2 Service Desk Specialist EUS

March 2024 - Present

NucoreVision/NCUA - Alexandria, VA

- Provisioned and configured devices via Microsoft Intune and Autopilot, ensuring MDM compliance and security baselines across hybrid cloud environments.
- Automated user account creation, licensing, and configuration using PowerShell, reducing onboarding time by 30% and improving consistency.
- Collaborated with SOC to remediate vulnerabilities, enforce secure configurations, and monitor alerts from Tenable and Dell BIOS tools.
- Implemented MFA (Duo, YubiKey) for privileged accounts, reducing unauthorized access incidents by 30% and meeting federal security compliance standards.
- Deployed LAPS to secure local administrator credentials, minimizing privilege escalation risks.
- Conducted Azure AD and Active Directory cleanup, removing 300+ dormant accounts and retired devices to align with NIST-compliant access control.
- Delivered monthly training sessions for new hires on M365 apps, Intune device setup, VPN usage, and security best practices, reducing escalated tickets by 25%.
- Strengthened endpoint security through BitLocker encryption, application whitelisting, and remote wipe capabilities, tracking compliance via Lansweeper.
- Provided Tier 2 support for escalated Tier 1 incidents, resolving complex access, account, and endpoint issues across Windows, iOS, and virtual desktop environments.

Field Implementation Specialist I

July 2022 - March 2024

Lorien Global Services/United Airlines - Dulles, VA

- Managed and resolved incidents in ServiceNow, updating, tracking, and escalating tickets to ensure timely issue resolution and proper documentation.
- Provided desktop, laptop, and peripheral support, including imaging, configuration, OS/software updates, and printer setup.
- Coordinated PC migrations, IMACs (Internal Moves, Adds, Changes), and hardware deployments, ensuring minimal downtime and operational continuity.
- Conducted daily equipment inspections and maintenance, improving productivity and reducing system downtime.
- Collaborated with NetOps to identify ports, tones, and perform port activations, optimizing network functionality.
- Oversaw workstation configuration and software deployment independently, ensuring compliance with security updates and organizational standards.

PROJECTS & ACHIEVEMENTS

- **AWS Static Website Hosting** – Deployed a static personal website on Amazon EC2 with S3 integration, hosting resume, certifications, and portfolio content.

CERTIFICATIONS

ISC2 - Certified in Cybersecurity

Coursera - Google Cybersecurity Specialization, Google Data Analytics Certificate

CompTIA - Security+

AWS - Certified Cloud Practitioner

Microsoft - Azure Fundamentals (AZ-900)

AWS - Certified Solutions Architect – Associate (In-Progress)

EDUCATION

Bachelor of Arts in Kinesiology, California State University Dominguez Hills

Associates of Arts in Social & Behavioral Science, Golden West College