TONY TRUONG

DevOps Administrator

Calgary, AB T1Y2M3

403 466 7747

tonytruong873@gmail.com

PROFESSIONAL SUMMARY

Resourceful System Administrator consistently responds to wide range of technical challenges with focused and creative approach. Highly effective at problem solving and decision making. 10 Years of progressive IT experience

SKILLS

- Technical Troubleshooting
- Problem Solving.
- Attention To Detail.
- Ability to quickly learn and adapt.
- Good Organizational Skills

EDUCATION

High School Diploma
Lord Beaverbrook Highschool - Calgary AB

WORK HISTORY

DevOps Engineer, 03/2022 - Current
Rennie, Vancouver, BC

- Monitored automated build and continuous software integration process to drive build/release failure resolution.
- Worked with cross-functional design teams to create software solutions that improved overall functionality and performance.
- Automated and implemented system backup and recovery procedures.
- Built automation tools and applications to deploy next-generation platforms.

DevOps Administrator, 01/2018 - 08/2020
Launchcode Canada, Calgary, AB

- Managed all of Launchcodes server infrastructure which includes

SOFTWARE PROFICIENCY

Source Control Software
- Git
- GitLab

Programming
- Shell Scripting
- Terraform
- Jenkins Pipelines

Containerization Tools
- Docker
- Kubernetes

Cloud Provider Services
- GCP
- AWS

Application/ Operating System Administration
- Linux Server OS
- Windows Server OS
- Microsoft Office 365

Database Administration
- Microsoft SQL Server 2019
- PostgreSQL - Docker, Linux and/AWS RDS

both bare-metal and cloud servers resources on platforms such as AWS, GCP and Azure, or any third-party services, and internal business applications.

- Manage and Resolve internal development issues with; GitLab, Rancher, and/or Docker
- Work with different development teams to ensure project target deadlines are met.
- Have working understanding of all software technologies used within company to better assist development team
- Create backup redundancy solutions for all internal servers and external client facing applications.
- Managed and Resolved all internal networking issues.

Technical Support Team-Lead, 01/2017 - 01/2018
Launchcode, Calgary, AB

- Received and processed stock into inventory management system.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Maintained energy and enthusiasm in fast-paced environment.
- Resolved problems, improved operations and provided exceptional service.
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Used Microsoft Word and other software tools to create documents and other communications.

Technical Support Specialist, 08/2016 - 01/2017
Launchcode, Calgary, AB

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Tracked computer equipment, peripherals and network servers via master documentation in Excel.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Configured hardware, devices and software to set up work stations for employees.
- Documented transactions and support interactions in system for future reference and addition to knowledge base.

- Provided on-call 24/7 remote technical support to Launchcode customers across North America , UK and Australia.

IT Support Specialist, 05/2013 - 12/2015
North Star Contracting, Calgary, AB

- Created help desk tickets, troubleshot and resolved desktop issues.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Coordinated with telecommunications providers to discern and address third-party outages and related impacts.
- Provided technical support to Internal end-user clients.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Provided documentation on start-up, shut down and first-level troubleshooting of technical processes to support desk staff.