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|  | Ho Phuong Nam Senior System Administrator |
| PERSONAL DETAILS  *Ho Phuong Nam*  *128A Tap the Bo CN Nhe, phuong Dong Nhan, quan Hai Ba Trung,*  *Ha Noi, 112101*  *Viet Nam*  *DOB: 21 / 08 / 1979*  *M: (+84) 0983 717 541*  *E:* [*ho.phuong.nam@gmail.com*](mailto:ho.phuong.nam@gmail.com)  *Nationality: Viet Nam*  AREAS OF EXPERTISE  Computer networks and TCP/IP  Microsoft Technologies  Open Source Technologies  Cyber Securities  PROFESSIONAL  MCSE: Cloud Platform and Infrastructure  MCSA: Windows Server 2016  CEH  Certified Ethical Hacker  CCNP  Cisco Certified Network Professional  MCSE 2003  Microsoft Certified System Engineer - Windows Server 2003  VITEC NW  PERSONAL SKILLS  Fast Learner  Troubleshooting  Time Management | PERSONAL SUMMARY |
| A well-rounded system and network administrator with extensive analytical and knowledge in investigating and diagnosing system and network problems.  A capable research and development team leader, specialize in delivering the required solutions that satisfied the harsh demands in today’s enterprise environment.  Extensive knowledge in Microsoft Technologies as well as Open Source Technologies, Cloud and Cyber Securities.  Always on the avant garde, and advocated Linux/Open Source user since 2005.  Looking for a career advancement opportunity with a Company that will challenge my skillsets and allow me to develop my knowledge and potential further. |
| KEY SKILLS AND COMPETENCIES |
| * Strong technical capabilities. * Highly organized and disciplined with a passion for Information Technology. * A positive, high energy team player. * Broad knowledge across a wide spectrum of system and network fields and technologies. * Competent web technologies knowledge: HTML/CSS/JS. * Potential DevOps with knowledge about shell scripting, Python, Ruby, JavaScript, Haskell, Perl … |
| ACADEMIC QUALIFICATION |
| BACHELOR OF ENGLISH  Ha Noi University of Foreign Studies 1997-2001 |
| WORK EXPERIENCE  **TEK EXPERTS**   |  |  | | --- | --- | | Windows Subject Matter Expert | April 2018 - Present |   **FPT SOFTWARE**   |  |  | | --- | --- | | Senior System Administrator | December 2006 – April 2018 |   Work as technical leader of system administrator core team, responsible for delivering a high quality, internal-focused professional services. Providing the highest level of technical support and customer service to internal staff.  **Duties:**   * Highest level of technical support. * Research, design and planning update and upgrade solutions. * Ride on top of technical trends to bring in new ideas, new solutions to meet the increasing demands from customers and internal staff. * Ensure overall stability and high availability of Company’s systems (13,000 users, hundreds of production servers and thousands of testing/staging servers, spanning over dozens of sites, both domestic and oversea). * Act as mentor and provide coaching to fellow junior staff. * Act as Subject Matter Expert to internal project teams as well as external customer.   **Typical Projects**   |  |  |  | | --- | --- | --- | | **2017** | **TOTP** | **Internal** |   Role: Technical Leader  Responsibilities: Design a time-based one time password system to enhance security  Outcome: In production, providing RADIUS-based TOTP service many internal systems.   |  |  |  | | --- | --- | --- | | **2016** | **Cloud Communication Platform** | **NTT Communication** |   Personnel: 10  Role: Technical High Level Support  Responsibilities: Provides first phase highest level technical support, ensure system uptime and stability.   |  |  |  | | --- | --- | --- | | **2013** | **Video Classification System** | **Fuji-Xerox** |   Personnel: 20  Role: Infrastructure Architect  Responsivities: Design network and system infrastructure to provide high availability, extensibility and security capabilities, guarantee to meet customer’s stringent and demanding requests.  Outcome: The System entered production phase with a satisfactory customer.   |  |  |  | | --- | --- | --- | | **2012** | **Internet Caching System** | **Internal** |   Role: Technical Leader  Responsibilities: Research, design and implementing a caching system based on open source software.  Outcome: Squid Caching System, easy to administer, high performance, highly secured and cost savings ...   |  |  |  | | --- | --- | --- | | **2010** | **OCS 2007/Lync 2010/Lync 2013** | **Internal** |   Role: Technical Leader  Responsibilities: Design and implementation  Outcome: Updated to Lync 2013 with positive comments from internal staff.   |  |  |  | | --- | --- | --- | | **2008** | **Notes to Exchange Migration** | **National Bank of Australia** |   Personnel: ~50  Role: Technical Support  Responsibilities: Provides technical support to end users during the migration and transition.   |  |  |  | | --- | --- | --- | | **2008** | **VPN System** | **Internal** |   Role: Technical Leader  Responsibilities: Research, design and implementing a VPN system based on open source software.  Outcome: A production VPN system with multi-tier authentication (user/pass and certificates) which is easy to administer, works with high performance and top-notched stability.   |  |  |  | | --- | --- | --- | | **2008** | **SPAM Elimination** | **Internal** |   Role: Technical Leader  Responsibilities: Research, design and develop a SPAM prevention and elimination system.  Outcome: Reduce spam up to 99% with a high performance, self-learning system.   |  |  |  | | --- | --- | --- | | **2008** | **Mail Gateway** | **Internal** |   Role: Technical Leader  Responsibilities: Research, design and implementation  Outcome: A production, open source based solution, highly praise by internal staff and customers.   |  |  |  | | --- | --- | --- | | **2007** | **Monitoring System** | **Internal** |   Role: Technical Leader  Responsibility: Research an effective mean of managing systems.  Outcome: Increase system stability and uptime while reducing support costs.   |  |  |  | | --- | --- | --- | | **2007** | **WIFI Management System** | **Internal** |   Role: Technical Leader  Responsibility: Research solutions for secured, effective management of WIFI networks and clients.  Outcome: Stability WIFI networks, ease of use and administration.   |  |  |  | | --- | --- | --- | | **2007** | **Exchange Email System Upgrade** | **Internal** |   Role: Technical Advisor  Responsibility: Monitor, research to provide best upgrade path. Support in training and implementation.  Outcome: Successful upgrade to a new, better, more suitable version that meets and excess Company’s expectations.   |  |  |  | | --- | --- | --- | | **2007** | **Notes Migrations** | **Petronas** |   Role: User Support Agent  Responsibility: Support C-level employees in User Acceptance Test phase and actual end user migration coaching/guidance.  **CMC SOFTWARE**   |  |  | | --- | --- | | System/Network Administrator/IT Manager | April 2005 – December 2006 |   **Duties:**   * Managing overall wired and wireless network. * Help desk support to end users. * Research and design solutions. * Plan for long term system development.   **VITC**   |  |  | | --- | --- | | Network Engineer | January 2005 – March 2005 |   **Duties:**   * Provides and maintain 24/7 Network Operation Center. * First level support. | |