

Hung Le
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TECHNICAL SKILLS:

Systems: Windows 95/98/XP/Vista/7, MS Server 2003/2008, VM Ware ESXI 4/5
Hardware: Routers, Switches, Hubs, Laptops and Workstations (Dell, HP, Lenovo), Servers, Modems, NIC, Memory Chips, Printers, Video and Sound Cards, Optical Drives, Hard Drives, Cisco VOIP Phones
Software: Microsoft Office Suite, Anti Virus Applications, Remote Desktop, LogMeIn, LANDesk, Commvault Simpana, Active Directory, Exchange
Networking: LAN/WAN, TCP/IP, FTP, SSH, NSLookup, Telnet, DNS, Ping, Tracert

EXPERIENCE:

Stryker

IS Support Analyst

2010-2018

- Managed enterprise servers and applications with various hardware platforms such as HP ProLiant, Dell PowerEdge, EMC, and Cisco Unity.
- Deployed and managed of Kaspersky & Symantec Antivirus, Active Directory, Exchange, Distribution groups, and DNS.
- Supported Cisco VOIP phones, switching, routing, and security.
- Provide hardware and software support for local and remote employees through phone, email, remote access, and on-site support.
- Optimized servers and workstations for customer applications and security hardening.
- Deployed and maintained VMware ESXi 4.x and ESXi 5.1 server by managing virtual standard switch and virtual distributed switching.
- Created VCenter Server for managing virtual machines and resource pools for efficient use per department.
- Configured and deployed physical and virtual Microsoft Servers for web, file, and database servers.
- Maintained, scheduled, and verified Commvault backups of server data with Simpana 8 software.
- Routinely assisted storage group by creating, deleting, and verifying pathway from network storage (iSCSI) to storage appliance.

Wellpoint

Inside Sales & Services Representative, Senior Services

2007-2009

- Educate customers on existing products resulting in sales.
- Follow-up and make sure customers are well informed on plans and asking for referrals for more leads.
- Took detailed notes on inbound and outbound calls for company tracking to

better assist customers with difficult situations.

- Walk customers through application process to ensure close of sale.

Wilimington Finance

2005-2007

Document Drawer: 2006-2007

- Complete employment and residence verification, pull DISSCO verifications, and pull flood certification when needed.
- Review appraisal and preliminary reports for accuracy, contact title and escrow personnel when needed to clarify information.
- Draw final loan documents and send to escrow for borrower signing.

Loan Processing: 2005-2006

- Setup new loans and updating loan entries in automated systems (i.e. Point, Data-Trac, DesertDocs, Wilqual, etc.) within established timeframes, including pulling credit reports and sending out the appropriate pre-disclosures to the borrowers.

Foster Farms

2005

Help Desk/ Desktop Support

- Assist internal employees with both hardware and software problems by phone, email, remote access, and on-site support.
- Monitor networks and servers functionality. Utilizing Heat and Microsoft Access for tickets tracking and e-mail communication work with other departments on solving issues.
- Configure systems with pre-built image for users' specific purposes.

Providian Financial

2000-2004

Help Desk Analyst

- Onsite technical support for end users by phone and through remote access.
- Manage technical support cases across multi-technologies from inception to resolution, working with deployment, development, and other support teams by utilizing Remedy and Lotus Notes for ticket tracking and e-mail communication to help support end users.
- Obtain a leading role in all crisis management during outages by coordinating conference calls with appropriate support teams to resolve system outages.

EDUCATION:

Bachelor of Science, Telecommunications Management, 2002

DeVry University, Fremont, California