

**Kevin Vo Chi Hieu Murphy**  
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## Professional Experience

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|--|--------------------------------------|
| <i>Liquid Web</i> , Lansing, MI  | Oct. 2017 - Present                  |
| <ul style="list-style-type: none"><li>● Create detail orientated orders for customers</li><li>● Install &amp; Support Microsoft DPM, IIS, SQL, and Active Directory</li><li>● Mentor Windows Support Technicians</li></ul>   | <b>Windows Enterprise Technician</b> |
| <i>Liquid Web</i> , Lansing, MI  | Dec. 2016 - Oct. 2017                |
| <ul style="list-style-type: none"><li>● Collaborate with internal teams</li><li>● Troubleshoot Plesk Onyx and Windows Servers</li><li>● Customer support via live chats, tickets, and phones</li></ul>   | <b>Windows Support Technician</b>    |
| <i>EmploymentGroup</i> , Battle Creek, MI  | Apr. 2014 - Dec. 2016                |
| <ul style="list-style-type: none"><li>● Level 1 Technical Support</li><li>● Assisted Lead Systems Engineer</li><li>● Infrastructure monitoring with Zenoss</li><li>● Infrastructure backups with Veeam and BackupPC</li><li>● Took an active role in a migration to new recruiting software</li><li>● Created standard operating procedures for new software</li></ul> | <b>IT Specialist</b>                 |
| <i>Calhoun Intermediate School District</i> , Marshall, MI   | Mar. 2013 - Sept. 2013               |
| <ul style="list-style-type: none"><li>● Level 1 Technical Support</li><li>● Utilize Windows Deployment Systems</li><li>● Configure mobile technical carts for students</li><li>● Configure student computer labs</li></ul>   | <b>Technology Assistant</b>          |
| <i>PC Consultants of SW MI</i> , Battle Creek, MI  | Jun. 2012 - Dec. 2012                |
| <ul style="list-style-type: none"><li>● Desktop and laptop repair</li><li>● Data recovery &amp; Virus removal</li><li>● Inventory management</li><li>● Salesman of DirecTV and Dish Network products</li></ul>   | <b>Computer Technician</b>           |

## Certifications

- CompTIA A+ (2010) (COMP001020179103)

## Awards

- Kellogg Community College Dean's List (four semesters)
- Phi Theta Kappa
- Cyber Foundations award, as the result of a National Security Competition (2012)
  - Ranked 7th in the State of Michigan and top 10% in the nation

## **Education**

*Udacity, Online*

Dec. 2017 - Feb. 2018

- Data Foundations Nanodegree

*Kellogg Community College, Battle Creek, MI*

2012 - 2014

- Field of Study: Computer Networking

*Calhoun Area Career Center, Battle Creek, MI*

2010 - 2012

- Computer Networking Program

*Marshall High School, Marshall, MI*

2008 - 2012

## **Personal Projects**

- Data analysis of my text messages and dreams using Tableau, Google BigQuery, Google Data Studio, and Excel
- E-mail using Google G Suite and Microsoft Office 365
- Homelab utilizing
  - Amazon Web Services, Google Compute Engine, and Microsoft Azure
  - Backblaze B2
  - VMWare ESXi
  - pFsense
  - IPsec VPN Tunnels
- Personal website
- Technical walkthroughs for FreeNAS, WIM Images, WDS, and Google Compute Engine

**References Available Upon Request**