KHANH Q. TRAN

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TECHNICAL PROFICIENCIES

Services and Languages: AWS, Microsoft Azure, Active Directory, Python, SQL
Operating Systems: Windows, macOS, Linux (Ubuntu, CentOS, Raspbian, Amazon Linux)
Tools: Visual Studio Code, PuTTY, VirtualBox, Zoom, OKTA, DUO, Checkpoint, Crowdstrike, Fortinet
SaaS Solutions: Salesforce, M365, Google Suite, Slack, Discord, ADManager, Trello, Helpdesk Engine, Postman, Kaseya, ChatGPT

CERTIFICATIONS

Amazon Web Services Certified SysOps Administrator - Associate	March 2023 – 2026
Certified Kubernetes Administrator	September 2023 – 2026

PROFESSIONAL EXPERIENCE

LBA Realty   Irvine, CA
Senior Cloud Engineer   March 2023 – Present

- Orchestrated the planning and implementation of AWS cloud infrastructure, utilizing IAM, EC2, EBS, S3, Data Lifecycle Manager, Lambda, WorkSpaces, and CloudWatch, leading to a scalable system that supported business growth.
- Achieved a 15% reduction in VDI costs by deploying the AWS WorkSpaces Cost Optimizer through CloudFormation, optimizing billing methods based on usage patterns, resulting in an annual savings of $15K.
- Reduced AWS operational expenses by 20% using Compute Optimizer, CloudWatch and Trusted Advisor, saving $9.8K annually.
- Customized AWS WorkSpaces with company branding, enhancing user experience and support contacts through a JSON file.
- Streamlined AWS EBS volume daily backups through automated lifecycle policies to reduce Recovery Point Objective (RPO).
- Executed canary deployment using GPO and Kaseya RMM to automate installing and uninstalling applications across 600+ machines.
- Spearheaded the migration of on-premises ERP and budgeting systems to the cloud, ensuring seamless integration and reducing downtime.
- Configured Azure network security rules for a virtual FortiGate firewall, improving network security posture in a multi-cloud environment.
- Leveraged ERP APIs for seamless data transfer to Salesforce, improving reporting accuracy and reducing manual entry errors.
- Diagnosed and debugged coding errors in Accounts Payable XML files, ensuring accurate data flow between ERP and Payables.
- Developed detailed Helpdesk troubleshooting manuals and user guides, enhancing team efficiency and reducing ticket resolution time.
- Administered 10+ critical software applications for daily operations, ensuring consistent uptime by performing System Administrator tasks.

DevOps Engineer   November 2019 – March 2023

- Deployed 300+ virtual cloud desktops with AWS WorkSpaces, quickly streamlining the transition to a remote hybrid work environment.
- Leveraged Azure AD to manage 500 users across M365, enhancing security and user access efficiency by implementing robust security.
- Acted as Salesforce Subject Matter Expert (SME) to improve reporting and automation processes, resulting in an increase in efficiency.
- Developed advanced SQL queries for the ERP system, increasing data retrieval and reporting efficiency.
- Managed 300 Salesforce users through OKTA SSO OAuth 2.0 integration, to enhance security, user provisioning and identity management.
- Supported disaster recovery initiatives by implementing robust backup solutions, reducing the Recovery Time Objective (RTO).
- Managed encrypted key pairs and developed automated .BAT scripts for secure daily file transfers to banks' SFTP servers.
- Led live training seminars for 200 colleagues on Salesforce, resulting in an increase in user adoption and company efficiency.
- Resolved 20+ daily hardware and software support tickets, improving resolution time by 25% year over year.

Kimco Realty Corporation (NYSE: KIM)   Tustin, CA
Senior Analyst   January 2015 – March 2019

- Managed service for 900 customers and successfully trained 12 colleagues, which reduced overhead costs.

Collections Specialist   December 2009 – January 2015

- Led strategic regional calls with management to discuss high-risk accounts to reduce delinquency rates across 1,000 customers.

PERSONAL EXPERIENCE

PROJECT 1 - Cloud Resume Challenge - *khanhqtran.com*

- Developed a static website for my resume hosted on an AWS S3 bucket built using HTML, CSS, and JavaScript.
- Utilized AWS Lambda to implement a visitor counter written in Python to enhance user interactivity through data stored in DynamoDB.
- Streamline CI/CD with GitHub Actions, AWS Cloudfront for CDN, API Gateway to communicate frontend with backend, and Terraform to create and delete the infrastructure using code to improve deployment speed and reduce manual intervention

PROJECT 2 - LAMP Stack 'Fortune-of-the-Day' website documented on GitHub, utilizing AWS, Docker, and MySQL DB

- Executed SQL scripts in RDS and hosted an Apache server on RHEL AMI in a load-balanced VPC.
- Migrated website to Docker, utilizing Dockerfile, Docker Hub, and docker-compose for container management and deployment flexibility.
- Orchestrated and scaled Docker containers with Kubernetes through YAML file deployments and services to manage Docker containers.

PROJECT 3 - Leveraged Terraform and Visual Studio Code to SSH into an EC2 instance running Amazon Linux, automating infrastructure setup and management for improved operational efficiency.

PROJECT 4 - Designed and implemented five complete AWS environments, including IAM, VPCs, and Security Groups, ensuring secure and compliant cloud infrastructure ready for production.

EDUCATION

University of California, Irvine - Bachelors of Arts, Psychology and Social Behavior, with a minor in Business Management   June 2009