KHANH Q. TRAN

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PROFESSIONAL EXPERIENCE

LBA Realty   Irvine, CA
Senior Cloud Engineer   March 2023 – Current
- Responsible for planning, implementation, and growth of company's AWS cloud infrastructure using services such as IAM, EC2, EBS, S3, Data Lifecycle Manager, Lambda, Storage Gateway, WorkSpaces, and Billing
- Reduced costs by 15% by deploying AWS WorkSpaces Cost Optimizer to optimize and automate hourly usage
- Deployed 300 virtual cloud desktops with AWS WorkSpaces to quickly adapt to remote hybrid work environment
- Reduced AWS operational expenses by 10% leveraging CloudWatch, Trusted Advisor, and Compute Optimizer
- Leveraged Group Policies and installed Kaseya RMM agent to automate application installations and upgrades
- Led company's migration of on-premises ERP and budget/forecasting systems and their integrations to the cloud
- Streamlined AWS EBS volume backups through the implementation of an automated lifecycle policy
- Leveraged ERP system APIs for data transfer to Salesforce, utilizing Postman for testing and seamless integration
- Documented Helpdesk materials and provided technical expertise to resolve complex issues and critical incidents
- Resolved 20+ daily helpdesk tickets and maintained 10+ critical applications interacting with all departments

DevOps Engineer   November 2019 – March 2023
- Utilize Azure AD for Admin Center to manage 500 users in M365, Exchange, and Azure BitLocker Key recovery
- Presented to 200 colleagues as Salesforce Admin and improving reporting and automation for the CRM platform
- Enhanced efficiency by developing and implementing SQL queries for the ERP system
- Administered 300 Salesforce users and permissions with OKTA SSO OAuth 2.0 and REST API integration
- Identified and debugged code errors in Accounts Payable batch XML files between ERP and Payables system
- Managed encrypted keypairs and created automated bat script to transfer bank files daily to banks' SFTP server
- Restore deleted and corrupted Files and Folders from Azure File Recovery through daily file share snapshots

Kimco Realty Corporation (NYSE: KIM)   Tustin, CA
Senior Analyst   January 2015 – March 2019
- Serviced 900 customers, twice as many as fellow colleagues, and trained 12 coworkers to reduce overhead costs

Collections Specialist   December 2009 – January 2015
- Led regional calls with upper-management to discuss high-risk accounts among a portfolio of 1,000 customers

PERSONAL EXPERIENCE

PROJECT 1 - LAMP Stack 'Fortune-of-the-Day' website documented on GitHub, utilizing AWS, Docker, and MySQL DB
- Ran SQL scripts and queries in RDS and hosted Apache server on RHEL AMI in a load-balanced VPC
- Transitioned website to Docker, utilizing Dockerfile, Docker Hub, and docker-compose for container management

PROJECT 2 - Utilized Terraform and Visual Studio Code on Windows to SSH into an EC2 instance running Amazon Linux OS with Docker bootstrapped. Created the VPC, Public IP, and Security Group in one Terraform template, embracing IaC

PROJECT 3 - Deployed and hosted a highly-available WordPress application using EC2, RDS, Route 53, ASG, and VPC

PROJECT 4 - Built five AWS Environments from scratch, including AWS Accounts, IAM, VPC, Networking, Subnets, Security Groups, VPN Connection, Virtual Machines, Storage, Database, Monitoring, and Alerts

TECHNICAL SKILLS

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, Kaseya, OKTA, DUO, Checkpoint, Crowdstrike, Fortinet
SaaS Solutions: Salesforce, M365, Google Suite, Slack, Discord, ADManager, Trello, Helpdesk Engine, Postman

CERTIFICATIONS

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

EDUCATION

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