

KHANH Q. TRAN

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PROFESSIONAL EXPERIENCE

LBA Realty

Irvine, CA

Senior Cloud Engineer

March 2023 – Present

- 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 - Cloud Resume Challenge - Online resume website with a visitor counter (khanhtran0318.com)

- Deployed website resume on AWS S3 with a visitor counter leveraging AWS Lambda (Python) and DynamoDB
- Utilized GitHub Actions for CI/CD, AWS Cloudfront, API Gateway, and Terraform for infrastructure as code

PROJECT 2 - Fortune-of-the-Day - Dynamic website displaying a different fortune each visit

- Implemented Linux that was running Apache, SQL scripts in MySQL, and written in PHP (LAMP Stack)
- Transitioned to Docker with Dockerfile, Docker Hub, docker-compose and scaled containers with Kubernetes

PROJECT 3 - Utilized Terraform and VS 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 4 - Deployed and hosted a highly-available WordPress application using EC2, RDS, Route 53, ASG, and VPC

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