Christopher Ngo

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SUMMARY OF SKILLS

- **UNIX** (Centos/Red Hat/Ubuntu): Automount NFS, DHCP, DNS, GIT, Kickstart, LVM, MDADM RAID, PXEboot, SAMBA, Shell Programming (BASH/ZSH), User Management
- **Networking**: Fiddler, Firebug, OSI and TCP/IP Models, Routing, Subnetting, WireShark
- **Virtualization:** Virtual Box, VMware Player and Workstation
- **Web Development:** HTML, JavaScript

EMPLOYMENT HISTORY

NPI & Sustaining Test Engineer

Quanta USA – Fremont, California   *Jul. 2015 – Current*

- **AWS (Amazon Web Services) and Microsoft Azure Customized Servers**
  - Defined, implemented, and supported test processes for production systems
  - Engineered and administered switched-networks (Arista/Cisco/Juniper) in conjunction with IT
  - Led automation software development for deploying super-server test stations
  - Managed and trained Test Ops and Technician Team Members
  - Provided guidance to Debug and Technician Teams in Root Cause Failure Analysis

Customer Support Tools Administrator (Internship)

Violin Memory – Santa Clara, California   *Oct. 2013 – Jun. 2014*

- **Callhome System**
  - Analyzed data to monitor flash array daily log uploads
  - Configured Callhome on internal flash arrays
  - Generated support engineer cases to resolve Callhome-related issues
  - Produced reports based on Callhome data from warehouse
- **Salesforce**
  - Created customized dashboards for regular usage by sales, support, and sustaining engineers
  - Generated technical support and logistics reports using Salesforce database tools
  - Migrated text-based technical information into Knowledge-Centered Support
  - Managed Account and Case data within Salesforce
  - Synchronized application picklists between production and sandbox environments

- **SharePoint**
  - o Organized global processes on Microsoft SharePoint 2013 SP1
  - o Spearheaded project to migrate data repository from Google Sites to SharePoint
  - o Updated array service guides for field engineers

HACKATHON PROJECTS

LAHacks – University of California, Los Angeles   *Apr. 2015*
- **ReYoda**
  - o Worked in a group of three to develop a web application in the MEAN stack (MongoDB, ExpressJS, AngularJS, NodeJS) that leveraged ReSpoke's RESTful API to "Yoda-fy" user messages prior to transmission

SBHacks – University of California, Santa Barbara   *Feb. 2015*
- **Cisco Jailbreak**
  - o Led a team of four to analyze and exploit vulnerability in Cisco's Mobility Service Engine through Cisco's API to circumvent the system's location tracking services security function

HackSC – University of Southern California   *Nov. 2014*
- **Fist Pump Guy**
  - o Teamed up with a professional game developer to create an Oculus Rift rhythm game that utilized the Leap Motion sensor for augmented reality input using software development kits from both companies in Unity3D
  - o 3D-printed custom designed peripheral hardware attachments to bridge Oculus Rift and Leap Motion using the Adobe Creative Suite, AutoCAD, and Google SketchUp

CalHacks – University of California, Berkeley   *Sep. 2014*
- **Hands-Free Translator**
  - o Led a team of four students in the creation of a web application which provided speech-to-speech translation by transcribing speech with Google's Web Speech API, then translating and vocalizing that text transcription using Google's Translate API

EDUCATION

- Computer Information Systems
  Mission College of Santa Clara, CA
- Cisco Networking Academy (CCENT)
- Linux Systems Administration (RHCSA)