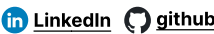


# Kevin Huynh

IT Professional with a wide range of development, support and troubleshooting skills.

Looking to gain the experience to pave the way towards a Cloud Engineer role.

**Location:** Melbourne, Australia  
**Email:** kevinnotnguyen@gmail.com  
**Phone:** 0452 097 669  
**References:** Able to provide upon request



## Skills & Technologies

- GitHub
- CSS
- JIRA
- Communication
- React
- Python
- Confluence
- Troubleshooting
- MySQL
- JavaScript
- Figma
- Documentation

## Experience & Projects

### Google Workspace Script

- Developed a script to fast track the user creation processes in Google Workspace via the admin console
- Leveraged JavaScript, HTML, and Google APIs (Admin SDK and Enterprise License Manager)
- Improved IT team efficiency while demonstrating a strong grasp of processes

### Github Actions

- Developed actions written in YAML to automatically check for spelling errors, potential bugs, and linting issues in Drupal code before deployment
- Utilized libraries such as composer-lint, cspell, eslint, phpcs, and stylelint, with configurations

### ICON Agency / Helpdesk Support

September 2023 - Present, Richmond

### IT Support

- Expertise in providing comprehensive internal support, including hardware setup, onboarding employees, and resolving BAU tasks and critical blockers
- Proficient in navigating macOS issues, managing Google Workspace, and providing IT solutions across various platforms
- Strong written and verbal communication skills, demonstrated through concise emails, Slack messages, and clear explanations of solutions, while providing seamless support to remote staff and ensuring consistent service across the agency.

### Firewall

- Assisted with the installation and setup of a new office firewall (WatchGuard)
- Deployed and configured port settings, allowlists, security rules, and office VPN through the WatchGuard admin console
- Ensured the seamless operation of services like VPN, 3CX telephone system, and the printer station
- Applied strong knowledge of network infrastructure

## Education

### Diploma of IT (Cloud Engineering)

February 2023 - December 2023

### St Albans Secondary College

February 2016 - December 2021

