Kevin Hoang Nguyen | 832-525-3584 | investingkevinht@gmail.com | linkedin.com/in/kevinhtnguyen

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Experience
Information Technology Support
Internash Global Services | Houston, TX | 06/2025 – Present (40 hours/week)

- Implement security hardening: MFA, antivirus configuration, patch deployment, and endpoint protection.
- Conduct vulnerability scans and remediation using ManageEngine Vulnerability Manager Plus; generate audit-ready reports.
- Support ISO 27001 compliance by creating and maintaining documentation, including access review forms, password trackers, security incident logs, and cloud backup guides.
- Manage RBAC and least-privilege access across multiple systems.
- Configure Linux environment for penetration test preparation, verifying open ports/services.
- Maintain IT asset inventories for endpoints, servers, UPS units, and network devices.
- Perform secure data disposal following NIST 800-88 guidelines.

Junior Network Support Analyst
D-Nova Consulting | Houston, TX | 01/2024 – 05/2025 (Average 40 hours/week)

- Provided remote end-user support via AnyViewer, troubleshooting hardware, software, and network issues offsite.
- Assisted with switch/router configurations, VPN setups, and connectivity troubleshooting.
- Documented tickets & resolutions in Jira/ServiceNow to support IT audits and team workflows.

Education
Bachelor of Science, Cybersecurity and Information Assurance
Western Governors University (WGU) | Graduated: October 2024

Technical Skills

- **Cloud:** AWS, OCI | **Security:** MFA, RBAC, endpoint protection, vulnerability management, ISO 27001 | **Networking:** VPN, routers/switches, firewalls | **Tools:** ManageEngine VM Plus, Trend Micro, ClamAV, PrivilegeControl, AnyViewer, Jira, ServiceNow, AI Tools (ChatGPT, Claude – scripting, troubleshooting, & documentation support) | **Systems:** Windows, Linux, macOS | **Scripting (occasional use):** Python, Bash, PowerShell | **Databases:** SQL Server

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Certifications

- CompTIA Network+, CompTIA Security+, CompTIA PenTest+, CompTIA A+, ITIL 4 Foundation, Linux Essentials, AWS Solutions Architect, AWS Cloud Practitioner, Oracle Cloud Infrastructure Foundations, SSCP (Passed, endorsement pending)

Projects (https://kevinhtng.github.io/portfolio/)

- **AWS IAM and S3 Access Management:** Created custom IAM policies, configured user groups, generated CLI credentials, enforced least-privilege access, and validated S3 access via AWS CLI and Session Manager.
- **Penetration Test Environment Setup:** Developed repeatable Ubuntu host/VM setup, private network configuration, and vPenTest agent deployment to prepare and secure systems for annual penetration tests.
- **AWS Compliance:** Enforced S3/EC2 encryption, versioning, & tagging for governance.