

CURRICULUM VITAE



PERSONAL INFORMATION:

Full Name : Duong Cong Thanh
Date of Birth : 20/06/1978
Place of Birth : Tay Ninh Province
Marital Status : Married
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EDUCATION BACKGROUND:

2001 : University of Technology and Education
2004 : Passed & got MCSA/MCSE and studied CCNA Certificates
2011 : Studied Project Management, Solve Problem skills, Time management
2014 : Passed Dell Technical Certificates & SCCM 2012

2007-2008 : Teaching MCSA/MCSE for Athena Network Education Center
2016-2017 : Teaching MCSE 2012 & LPI1,2 for New-Star Network Education Center

QUALIFICATIONS:

SRE and DevOps

- Build and manage Infrastructure as Code (IAC)
- Design architecture for platform as service
- Strong skill about CI/CD pipeline, data pipeline, API gateway & integration
- Strong knowledge on AWS, GCP & Azure
- Design and build Kubernetes on-premises
- Good knowledge on Istio service mesh for design & implementation
- Have much experience data streaming such as: Kafka, RabbitMQ, SQS & Pub/sub

- Have very good skills on json, restAPI, python, golang, terraform, ansible
- Have rich experiences on MySQL, PostgreSQL, MongoDB, Aerospike, Bigtable, BigQuery & Cassandra
- Strongly understand about monolithic and micro-service
- Have rich experiences to manage on-premises and cloud services
- Monitoring solution based on modern technology such as: prometheus, thanos, zabbix, grafana
- Have rich experiences on software release strategy such as: blue/green, A/B testing, canary to build the infrastructure and support to development team

Server and System

- Experienced in designing and optimizing IT infrastructure and business solutions to support large scale enterprises with multiple sites
- Have good experiences on Atlassian toolset
- Deep knowledge understanding at Centralize Identification Solution
- Ability planning, design for Microsoft and Linux system – Architect for the System
- Have deep understanding on Linux system, web server, reverse proxy, load balancer
- Ability working on scripting for automation
- Good coding on C# for Web application, windows application and webservice
- Have a good knowledge SQL, MySQL, PostgreSQL database
- Understanding Microsoft Operation Framework on System Center (MOF)
- Have deeply understanding on Exchange, Active Directory Topology & Windows technology
- Understanding and tuning, benchmark the system on Windows/Linux
- Have a strong knowledge on VMware, XenApp
- Experience on metro-storage technology
- Have rich experience on data center tier 4 (active-active) & data center migration
- Strong networking skill on network design and management including on-premises and cloud

Soft Skills

- Very English skill in verbal and writing
- ITIL version 3, project management, presentation skill
- Good analytical and problem-solving skills.
- Good communication, good at building relationship
- Teamwork: Have good ability to communicate effectively and get on well with others
- Hard working and able to work under high pressure.
- Dynamic, proactive, independent, persuasive, self-confidence and self-motivated.
- Strong interpersonal skills, self-disciplined.

WORKING EXPERIENCES:

June 2021 – Now

Central Retail VN

163 Phan Dang Luu street, ward 1 – Phu Nhuan district - HCMC

Position: Infrastructure and Platform Manager

- Manage and build DevOps team
- Build and provide DevOps services for functional team including on-premises and GCP
- Manage infrastructure and system team that handle VMWare, storage infrastructure
- Manage network team and trouble shoot on data center infrastructure and being PM for network project
- Manage oracle DBA team and lead on oracle migration project
- Manage SAP basis team to support for SAP application team
- Being escalation point with other teams
- Lead technical and sign-off meetings with vendor
- Build out proper SOP's around identifying root cause, escalation, and remediation
- Attending to application team to discuss about technical solution and review architecture design
- Build capacity planning and implement the capacity sizing
- Optimize the platform and implement and manage monitoring project
- Managing the test case and scenarios for PDC and DRC twice a year

WORKING EXPERIENCES:

Nov 2021 – June 2021

Home Credit – Loan and Credit Support

Phụ Nữ Building - 20 Nguyen Dang Giai street, District 02 - HCMC

Position: Platform Manager

- Manage SRE and DevOps team
- Provide the platform as service for 18 teams in Home Credit VN
- Measure, improve service availability and performance via setting up service level objective (SLO) and service level indicator (SLI) & anticipating to evaluating the solutions
- Lead technical and sign-off meetings and ensuring services are ready for production
- Collaborate with other teams to build out proper SOP's around identifying root cause, escalation and remediation
- Support development team for CD phase build blue/green, A/B testing, canary & integrate the testing & code vulnerability into CI phase

- Increase productivity for platform team by R&D new service such as: Ceph, Thanos, Istio service mesh, Cassandra as service & Kubernetes as service
- Build capacity planning and implement the capacity sizing
- Optimize the platform and monitoring
- Managing the test case and scenarios for PDC and DRC twice a year

WORKING EXPERIENCES:

April 2020 – Nov 2021

KNOREX - Leader of Marketing Automation
62 Tran Quang Khai street, District 01- HCMC

Position: DevOps Manager

- Manage DevOps team in Vietnam and India
- Build technical team support 24/7
- Manage the migration project between AWS and GCP
- Optimize the CICD pipeline and data pipeline
- Optimize the monitoring platform
- Cost management on both AWS & GCP
- Being technical escalation point
- Being solution architect and consulting while working with application team
- Coaching for DevOps level 1 and 2
- Define technical scenarios

WORKING EXPERIENCE:

May 2015 – March 2020

LINKBYNET VN

285 CMT8 Street, District 10- HCMC
Tel: +84 (0) 8 383 43 976

Position: Technical Account Manager / Technical Leader

- Manage the biggest customer (based in 7 countries: HK, SG, Thailand, TW, China, Korean & Japan) for LinkByNet VN in Asia
- Take responsibility to migrate all VMs from other countries to HK in 6 months
- Responsible for all aspects of network infrastructure & infrastructure as code including on-premises and cloud service
- Build technical roadmap and improvement plan for customer
- Manage the technical team to be achieved the goal/direction

- Organise DevOps Solution
- Organize the technical training and tech-talk
- Manage the customer's infrastructure and consulting for customer's application team anything related to software release strategy
- Organise technical operation based on ITIL process such as warning, incident, problem, change management
- Working with project manager and service manager to manage the customer satisfaction

WORKING EXPERIENCE:

March 2014 – May 2015:

Pyramid-Consulting VN

**Etown 01 building 3rd floor – 364 Cộng Hòa street – Tân Bình
Tel: (84 8) 38123367**

Position: IT Manager

- Building individual development plan for IT members
- Working as solution architecture, being head of IT to discuss/proposal solution for the clients
- Budget management and monitoring
- Working with partner/vendor liaise with IT religion to build the monitoring process to be proactive in operation
- Building change & incident management, software release management, code deployment process & service operation based on ITIL
- Working closely to CTO
- Asset management – planning budget + cost for IT services
- Working with HR to build and improved the IT policy and processes
- Building the helpdesk ticket system to be easier in management and evaluation/assessment
- Working directly with CTO for the innovation and building strategy for IT team in long term
- Working and analyze the statistic directly presentation with CTO about the solution and cost
- Implement wireless + network Solution successfully
- Implement the VDI system solution to be reduce cost for business
- Implement HR and CMDB tools and strictly comply to the corporate policy
- Technical coaching/management for engineers
- Investigating/tackle incidents and problems in I.T services
- Working with IT member very closest in platform deployment for production team such as database, website, web service, apache tomcat, Jira platform & mysql, postgresql
- Manage/customize/fine-tuning on Atlassian Toolset

May 2011 – March 2014:

VNG Corporation

Flemington Tower - 182 Lê Đại Hành, ward 15, dist 11 HCMC

Tel: (84 8) 3866 4666.

Fax: (84 8) 3866 4666.

Position: Senior System Engineer/Infras Team Leader

- Working/coaching with technical so deep with the system engineer
- Coding automation tools for helpdesk and operation team
- Training for engineers about Microsoft/Linux Platform
- Working as a project manager for internal project – my successful projects was: Server consolidation, Wireless network deployment, Unify Communication and MyDrive
- Design, Planning architect solution at the first stage of the Project
- Fully in charge in trouble shooting problems
- Investigating/tackle incidents and problems in I.T services
- Documentations and delegation to hand-over I.T services to helpdesk team
- Design System Center Solution(SCxM and Orchestrator)
- In-charge for technical architecture role - Microsoft and Linux Platform
- Liaise with Microsoft to get technical support

Sept 2010- April 2011:

DyCom Business Systems Pty Ltd.

Unit 1B, 99 Bell street, Preston, Victoria, 3072.

Tel: (61 3) 9485 2000.

Direct: (61 3) 9845 2025.

Position: System Engineer in Melbourne, Victoria, Australia.

- Working at DyCom office in Australia almost a year.
- Training for system engineers in Philippine.
- Have experiences leadership and manage the Filipino teams.
- Have good experiences at write documentations and solutions on individual projects.
- Building various LAB environments.
- Have good experiences on network and system solutions particularly Network Redundancy System.
- Have a good experiences on backup solutions.
- Have experience on SAN/Storage system such as: NetApp, EMC.
- Have a good experiences and knowledge base on virtualization technologies.
- Have a good I.T skills on VoIP system such as: 3CX, Asterisk.
- Have excellent I.T skills on ESXi, XenServer, XenApp6, Double-Take, Veritas Backup Exec, CA Arcserver Backup, Exchange 2007/2010, Sharepoint Server 2007, Live

Communication Server 2007, Small Business Server 2008, ISA Server, Forefront Threat Management Gateway 2010, Active Directory multi-sites, 3CX VoIP, Asterisk on CentOS, Kaseya Server, Connect-Wise Server.....etc.

- Have a good I.T skills on database servers such as: SQL Server and MySQL Server.
- Have a good I.T skills on network infrastructure such as: Cisco router/switch, Mikrotik router, firewall hardware and software.
- Have a good experience on UTM firewall such as: Cyberoam, Fortigate, Astaro, NetAssure...etc
- Have a good I.T skills on Linux System such as: Zimbra Open Source, Samba & OpenLDAP, Postfix, Spam Assassin, ClamAV, Asterisk VoIP.
- Have good I.T skills at building linux firewall and open source in Linux

Nov 2004 – 2010:

TTT CORPORATION.

36 Ly Tu Trong St., 01 Dist., Ho Chi Minh City.

Position: *Systems Engineer / Network Administrator*

Duties:

- Installing, designing, maintaining: Single Active Directory with multi_sites/Child Domain
- Installing, configuring, maintaining: Exchange 2003RPC/Front End/Backend, Exchange Multi-Sites, Exchange 2003 Clustering on SAN, SQLServer Clustering on SAN
- Installing, configuring, maintaining: Live communication Server2007, SMS2003, Windows Deployment Services.
- Installing, configuring backup for database SQL, File Server, Exchange Server using Symantec Veritas Backup.
- Installing, configuring: Cisco Router/Switch: Leaseline, Point-to-Point, Routing, NAT and ,Trunking, Route Map, VLAN Access-List.....
- Installing, configuring firewall and mail gateway using Snort/iptables/squid/postfix/spam assassin/clamav on Ubuntu/CentOS, Endian Firewall.
- Installing, configuring mail server using Zimbra Open Source to be intergrated with Active Directory on Ubuntu/CentOS
- Using Hyper-V/VMware ESXi/vCenter/vSphere to deploy virtual server to be high available.

Mar 2002 - Jun 2004:

INFO TECH Limited Company – IT Service

Position: *I.T Technician in Network Department*

Duties:

- DHCP, WINS, Primary Zone, Secondary Zone, DNS, Additional Domain, FSMO, RAS, RRAS
- Installing Windows Server, and Cisco for their customer basically
- Install RAID and bootrom technology (litenet PC & BXP)