

# Tyson Nguyen

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## WORK EXPERIENCE

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### Qantas Group (Vii team)

Application Support Engineer  
Sydney, NSW

March 2025 – Present

- Delivered end-to-end production support, resolving high-priority bugs and optimising stored procedures, resulting in faster website performance and improved platform stability.
- Investigated complex data anomalies and system behaviour issues, identifying root causes and delivering permanent fixes that reduced recurring incidents.
- Developed and maintained solutions using **SQL**, **HTML**, **CSS**, **XML**, and **RESTful APIs**, ensuring seamless integration between internal systems and external platforms.
- Leveraged **Splunk**, **Sumo Logic**, and **PowerShell** to monitor production environments, improving issue detection and resolution times.
- Gained hands-on exposure to **Postman** (API testing), **Bamboo** (CI/CD pipelines), and **FileZilla** (secure data transfer), enabling efficient testing, deployment, and troubleshooting workflows.
- Collaborated with cross-functional teams using **Agile** workflows, prioritising **Jira** tickets and documenting solutions in **Confluence** to improve team knowledge sharing and reduce duplicate support queries.
- This role sharpened my ability to solve problems under pressure and gave me the confidence to tackle enterprise-scale challenges with a DevOps mindset.

### Thales Australia

Digital Solutions Support Officer  
Sydney, NSW

November 2023 – November 2024

- Led nationwide **training workshops** across Defence facilities, simplifying technical concepts for non-technical staff and increasing **digital solution adoption** by 35%.
- Authored **Standard Operating Procedures** (SOPs) and troubleshooting guides, resulting in a 75% reduction in support tickets and faster onboarding for new staff.
- Managed **VMware Workspace ONE** administration, streamlining user account creation and mobile device provisioning across hundreds of Defence-issued devices.
- Partnered with the transformation team to deploy cloud-based solutions and automate recurring workflows, reducing manual tasks and improving operational efficiency by 25%.
- Collected and analysed user feedback, ensuring that digital solutions were refined to meet both business objectives and frontline staff needs.
- By the time I left, I had grown from a technical support officer into a solution-focused professional who understood how technology and people connect.

## NOTABLE PROJECTS

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### Cloud Resume Website ([GitHub link](#))

- Deployed my static website leveraging AWS serverless infrastructure **including S3, CloudFront, Lambda, DynamoDB**, and **CloudWatch**.
- Utilised **Terraform** for Infrastructure as Code (IaC), automating the provisioning and management of AWS resources.
- Integrated **CI/CD** pipelines using **GitHub Actions** to ensure seamless deployment and updates on my source code
- Developed a **Python**-based **Lambda function** to handle dynamic interactions with **DynamoDB** for real-time visitor tracking.
- Gained hands-on experience in serverless architecture, cost optimisation, and monitoring with AWS **CloudWatch**.

### Containerised Media Server Setup ([GitHub link](#))

- Designed and deployed a containerised media pipeline (**Docker**) with **Jellyfin** ecosystem ensuring seamless integration and secure remote access.
- Utilised **NAS storage** to host media files and ensure seamless access across the infrastructure.
- Used **SSH** to securely access and manage the **Linux server (bash)**, facilitating remote configuration and monitoring.

## EDUCATION

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### TAFE NSW

- **Certificate IV Information Technology (Networking) | 2023**
- **Certificate IV Information Technology (Programming) | 2022**

### University of Sydney (USYD)

- **Bachelor of Science | 2017**

### Certifications:

- **AWS Cloud Practitioner | 2024**

# SKILLS

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## Programming:

- C# .NET
- JavaScript (vanilla, Node.js)
- SQL (T-SQL & MySQL)
- Version control (Git/GitHub)
- HTML5 and CSS3
- Python

## Networking/System Administration:

- PowerShell/Bash
- Cisco hardware
- Networking concepts: Routing, VLANs, subnetting.

## Virtualisation:

- Hyper-V
- VirtualBox
- VMware
- AWS EC2
- Docker (containerisation)

## Soft Skills:

- Customer-focused support
- Technical troubleshooting
- Cross-functional collaboration
- Multi-tasking