


# NGUYEN TRANG

 Cloud Administrator |  n-trang@outlook.com |  0834-399-619

**TOOLS & TECH:** Azure AD, Active Directory, Azure portal, Powershell, SQL

## SKILLS

- Specialized in Active directory to Azure AD synchronization management (via Azure AD Connect)
- Azure Cloud services: general understanding of computing, database, storage, networking
- Active Directory management: proxy, permission config, services management
- English business fluency, with focus on empathetic and effective communication

**SOFT SKILLS:** Self-learning, project management, photography, TOEIC 930, Japanese N3

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## EXPERIENCE

### **Azure Account Support Engineer** | iTechwx (Aug 2023 - Now)

- Work as Support engineer specialized in Account synchronization (experience with both on-prem AD and cloud Azure AD).
  - Work with global customers in English, both remote sessions and emails.
- Follow strict ticket handling procedure and case documentation.
- Team work: timely consultation with Tech lead, raising external collaboration if needed.
- Self learning: from non-tech background to a working Support professional.

### **Assistant inventory manager** | Thien Thanh General Trading co. (Jun 2021 - Aug 2023)

- Attend to the current inventory, timely communication with the sales teams and inventory manager (current stock, promotions, warehouse needs, etc.)
- Resolve issues with customers if occurred, stay composed and communicate clearly
- Daily warehouse upkeeps, doing delivery if needed

## LEARNING & EDUCATION

### **Information Technology (IT) and Cloud Fundamentals** (Coursera certified)

- Learned to config and utilize hardware (computer components, network cables, etc)
- Got to know popular softwares and protocols that underlying everyday techs
- Practice security, both as every user and tech professional
- Learned cloud concepts from high level and current tech migration to Cloud and DevOp

### **Introduction to Microsoft Azure Cloud Services** (Coursera certified)

- Learned about products of Azure, by category: computing, database, storage, networking, security
- Got familiar with frequent terminologies by learning the documentation

### **B.A. Business Japaneses** | University of Languages and International Studies - VNU ( '19)

- Learning of the Japanese language and culture, with emphasis on Japanese social economics.