Hung Nguyen

Miamisburg, OH 45342

hung.m.nguyen2012@gmail.com

+1 937 750 6563

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Senior Special IT Projects Manager

University of Dayton Research Institute-Dayton, OH

December 2022 to August 2023

• Work closely with Engineers, Scientists and Lab managers to perform detailed documentation of network layout, hardware equipment and software.

• Perform needs analysis of lab requirements and design with networking and security teams to implement a comprehensive, compliant and secure solution.

• Write security mitigation plans to document and adhere to CMMC guidelines

IT Team Lead

University of Dayton Research Institute-Dayton, OH

June 2012 to December 2022

Managed the IT Help Desk with 7 full time employees and 4 students

Responsible for support of about 700 full time employees

Utilized Team Dynamix and currently Jira software to ensure timely responses to customer help desk requests

Effectively managed vendor and internal customer communications to properly assess technical requirements, coordinate service and minimizing disruptions like Supply Chain

Responsible for developing, and documenting IT processes and procedures in compliance with CMMC

Senior IT Associate

University of Dayton Research Institute-Dayton, OH

June 2006 to June 2012

Responsible for daily Helpdesk phone calls, emails of over 500 users

Provided Systems administration DHCP, DNS, Microsoft Exchange, Microsoft File Servers, SQL and specialized engineering applications and license servers.

Managed Barracuda Email spam and archiving appliances.

Troubleshooting mail delivery and SPAM

IT Associate

University of Dayton Research Institute-Dayton, OH

November 2000 to June 2006

Responsible for first and second tier support of Helpdesk tickets

1st level supervisor to student helpdesk technician

Effectively troubleshoot email, PC hardware and software problems including MS Office and various data acquistions system software programs.

Worked with Senior IT staff for email migration to Exchange 5.5 to 2000.

Responsible for rollout of windows NT, 2000, XP client workstations to 300 users
Implemented SMS 2.0 in UDRI organization.

Education

Bachelor's degree
Michigan State University - East Lansing, MI
September 1991 to June 1996

Skills

- DNS
- Microsoft Windows Server
- DHCP
- TCP/IP
- Microsoft Windows
- VMWare
- LAN
- Active Directory
- Operating Systems
- Microsoft Exchange
- Computer Networking
- System Administration
- Network Firewalls
- Network Support
- SQL
- Disaster Recovery
- Load Balancing
- Technical Support
- Help Desk
- Microsoft SQL Server
- Network Administration
- Information security
- IT management
- Databases
- Configuration management
- IT
- Systems engineering
- DevOps
- Remote Access Software
- Azure

- Linux
- Windows
- Information security
- Computer networking
- Active Directory
- Microsoft Windows Server
- Operating systems
- DNS
- Microsoft Exchange
- DHCP
- TCP/IP
- Software troubleshooting
- Remote access software
- Technical support
- IT management
- IT support
- Help desk
- Network administration
- Network protocols
- System administration
- Microsoft Office
- SharePoint
- Jira
- Mobile devices
- Project management
- Research
- Customer service
- Leadership
- Risk management
- SAN
- LAN
- Network management
- Disaster recovery
- Load balancing
- Network support
- Laboratory experience
- Documentation review
- Typing
- Supply chain
- Computer hardware

- TCP
- VMWare
- VPN
- IT
- VoIP
- PKI
- Remedy
- SQL
- Analysis skills
- ComPuter skills
- Virtualization
- Office experience
- Firewall
- English
- Systems engineering

Languages

- Vietnamese - Fluent
- English - Expert
- Spanish - Intermediate

Certifications and Licenses

Lean Six Sigma Green Belt

June 2022 to June 2022

Green Belt Project: Reduce lead times in hardware and software purchase orders to ensure availability for new hires.

Secondary Project: Reduce Helpdesk response times through increased use of knowledge articles, automating responses and increased training of IT staff through lunch/learn programs and online IT certifications.

Leadership: Supervisor Training

January 2018 to June 2018

Completed supervisor training courses for
Decision Making
Time Management
Managing Difficult Conversations
Project Management

CompTIA Security+

Assessments

Technical support: Customer situations — Proficient
June 2022

Responding to technical support situations with sensitivity
Full results: [Proficient](#)

Technical support: Customer situations — Proficient
January 2023

Responding to technical support situations with sensitivity
Full results: [Proficient](#)

Technical support — Proficient
June 2022

Performing software, hardware, and network operations
Full results: [Proficient](#)