

Skills

- Debian, Arch Linux, Windows, MacOS, Android, and iOS
- VMWare ESXi, Windows Server 2019 – Active Directory
- Java, HTML, CSS, BASH Scripting
- DHCP/DNS, CLI, CMD, Git
- Diagnostics and Troubleshooting
- Detailed Logging and Documentation
- Professional Etiquette and Communication
- Bilingual – English and Vietnamese

Employment

SunTel Technologies – Help Desk Level 1 Technician

Jan 2020– May 2020

- Well versed with ConnectWise Manage, Automate, and Control to create, triage, log, and resolve service tickets
- Documented help desk tickets and resolutions using our internal documentation wiki
- Diagnosed, troubleshooted, and maintained workstation and server hardware running Windows XP-10, Server 2019, and ESXi
 - Migrated and upgraded accounts from Windows XP-8 to 10 while on-boarding new clients
 - Managed Active Directory for user accounts and Exchange mail server
- Leveraged my hospitality and IT experience to provide professional courtesy as the primary contact with end-users
 - Onboarded new clients and coached users on how to use our ticketing system
 - Drove to clients, providing in-person services for issues that could not be done remotely

Bangkok Garden – Bartender / Server

July 2019– Dec 2019

- Attention to accuracy, timing, and details to deliver superb customer service
- Professional etiquette in communication with guests
- Adding efficiency to the bar through careful placement of tools were paramount to my success
- Always came early to prep, ensuring service with as smooth as possible

Rally Restaurant and Bar – Bartender / Server

Nov 2018 – Dec 2019

- High volume sports bar with corporate parties and sports events demanded quick efficient service
- Introduced custom seasonal cocktails for the menu
- Beer and wine inventory, restocking, and ordering along with keg maintenance

Projects / Experience

Homelab – doc.nnserver.ca

Ongoing

My homelab is for personal development, but it's also a way to safely hold all my data. Having to deal with a laptop with a failed harddrive made me realize how important it is to have data backed up and safe.

- Dell R710 hosting virtualized machines on VMWare ESXi and a HP ProCurve 3500yl managed switch
 - pfSense Firewall with VLAN's segmenting servers, users, and guests.
 - Web services include my portfolio page written in HTML and CSS, BookStack wiki for documentation, and NextCloud file sharing
 - All public web services are routed through a Reverse Proxy on a DMZ VLAN
 - OpenVPN and WireGuard VPN's with encryption keys are used to remotely access my internal network.
 - A Grafana server is used to graph and monitor all my servers and VM's
 - unRAID holds the bulk of my data with NFS, CIFS, SMB, and SFTP shares
 - ghettoVCB backups ESXi VM's, rSync is scripted using bash to backup individual files from VM and automated with cronjobs.
 - Veeam backups Windows based computers and essential files are remotely backed up with WireGuard

York University – ITSA Club, Technician

Sept 2018 – July 2019

- Organized schedules for remote technical support meetings with RDP/LogMeIn/TeamViewer
- Reimaged OS's such as Windows, Mac OS, Android, and iOS, troubleshooted software/hardware issues
- Provided hardware upgrades and repair services to provide income for the club

Education

York University – Worked towards Information Technology BA

2015 – 2019