Nam Nguyen

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Skills

- Debian, Arch, CentOS Linux, Windows 7-10, MacOS
- VMWare vCenter, vSphere, Windows Server 2019

- Java, Python, BASH, Powershell, HTML, VLAN, CLI, CMD, Git
- Solarwinds SEM, NCentral RMM, ConnectWise

Employment

NCRI – System Administrator
May 2021 – Present

- Developed an in-house VDI solution that took advantage existing hardware
  - Deployed to 3 of our offices (Toronto, St Catherines, and Montreal), with 300+ end users
  - Utilized CentOS Linux as a base for security and reliability, customized with an emphasizes on user friendliness
  - Scripts written to automate provisioning of machines to streamline on-boarding processes
  - Locked down 'kiosk mode' Linux thin clients securely log into our FortiGate VPN, then RDP into Windows VMs
  - Instruction manual written for end-users
- Developed a real-time, self-hosted dashboard to monitor, log, and visualize our IT infrastructure
  - Hosted on Debian Linux
  - Grafana front-end, InfluxDB to log SNMP networking data, and Prometheus to log vCenter data
- Implemented a self-hosted internal documentation wiki
  - Hosted on Debian Linux, NGINX web server, BookStack Wiki, MariaDB SQL database
  - Created user access privileges and ran audits for streamlining documentation process
  - Developed scripts to automate database backups and disaster recovery methods to isolate from core infrastructure
- Microsoft Active Directory, vCenter, Solarwinds SEM, and NCentral RMM
- Manage and maintain physical server infrastructure, storage, NAS, and backups, planning and executing system upgrades and patches

Silverware POS – Field Service Technician
September 2020 – May 2021

- Setup, troubleshoot, and supported systems running Win XP-10, Android, iOS, Ubiquiti UniFi, HP ProCurve, KDS, QSR, and Epson POS Printers
  - Repaired display, harddrive, memory, and power supply issues on a diverse range of hardware
  - Worked with our L2 help desk to remotely assist clients using UltraVNC, WinVNC, and LogMeIn
- Staged and installed in tandem with client IT departments to integrate our systems with existing site networking
- Clients ranging from small single system restaurants to large 100+ system large scale hotels

SunTel Technologies – Help Desk Level 1 Technician
January 2020 – July 2020

- Well versed with ConnectWise Manage, Automate, and Control to create, triage, log, and resolve service tickets
- Diagnosed, troubleshoot, and maintained workstation and server hardware running Windows XP-10, Server 2019, and VMWare ESXi 7.0
  - 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

Rally Restaurant and Bar – Bartender / Server
November 2018 – December 2019

- Served in a high volume, high pressure environment, managing guest expectations by creating solutions that fit each unique situation

Projects / Experience

Homelab – doc.nnserver.ca
Ongoing

An ongoing project for personal development with 400+ pages of documentation on processes and procedures
- Dell R710 hosting 20 primarily Debian Linux based virtualized machines on VMWare ESXi
  - pfSense Firewall with multiple VLAN's segmenting servers, users, and guests with HP ProCurve L3 managed switch
  - All public web services are routed through a Reverse Proxy on a DMZ VLAN
  - Setup OpenVPN and WireGuard VPN's with encryption keys used to remotely access the internal network
  - Grafana server used to graph and monitor all servers and VM's
- unRAID file server 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
- Planned lessons for peers on Java, HTML, A+ certification, and Microsoft Office suite usage

Education

York University – Information Technology
2015 – 2019