# Nam Nguyen

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**www.nnserver.ca**

## Skills

- Debian and Arch Linux, Windows, and MacOS
- Windows Server 2019 – Active Directory
- Java, HTML, CSS, Bash scripting
- CLI, Git Versioning, CMD

- Diagnostics and Troubleshooting
- Detailed Logging and Documentation
- Professional Etiquette
- Bilingual - English and Vietnamese

## Employment

**SunTel Technologies** – Help Desk Level 1 Technician                                        Jan 2020– March 2020
- ConnectWise Manage, Automate, and Control to create, log, and resolve service tickets
- Supported Windows 7, 10 & Windows Server 2019
  - Active Directory, Office 365, and Outlook tasks and administration, user account migrations and software support
- Onboarded new clients, cleaning up systems, upgrading hardware, and coaching to use our ticketing system
- Leveraged my hospitality industry experience to provide professional etiquette during support calls

**Bangkok Garden** – Bartender / Server                                        July 2019 – Feb 2020
- Upscale Thai restaurant opened over 30 years ago in the heart of Toronto with a lunch buffet and a la carte dinner menu
- Adding efficiency to the bar through careful placement of equipment were paramount to my success
- Attention to accuracy, timing, and details to deliver superb customer service
- Professional etiquette in communication with guests

**Rally Restaurant and Bar** – Bartender / Server                                        Nov 2018 – Dec 2019
- High volume sports bar with corporate parties and sports events consisting of up to 200 guests
- Crafted delicious custom cocktails for the menu depending on the season
- Operated the Silverspoon POS (Point of Sales) System

## Projects / Experience

**Homelab** – doc.nnserver.ca                                        Ongoing
- Dell R710, VMWare ESXi 6.0
- A self-hosted server hosting virtualized machines running Debian for hands-on testing and personal projects
- Networking – PFSense, VLAN, DMZ, PiHole, WireGuard, OpenVPN, ReverseProxy
- Web Server – LEMP (Linux, NGINX, MariaDB, PHP), HTML5 and CSS profile page, NextCloud cloud, BookStack documentation
- File Server – NAS, NFS, CIFS, SMB, SFTP, CUPS print, Git
- Media Server – Plex, SABnzb, NZBHydra, Sonarr, Radarr, Lidarr, Deluge Torrents
- Backup Server – Debian machine running custom scheduled scripts to wake up, backup using rsync, then shutdown
- Remote Backup Server – Debian and Raspberry OS machines running cronjobs for rsync to backup over WireGuard
- VNC to remotely access and support Windows laptops

**York University** – ITSA Club, Technician                                        Sept 2018 - July 2019
- Joined the club as a technician to gain more knowledge on the industry
- Organized schedules for remote technical support meetings with RDP/LogMeIn/TeamViewer
- Reimaged OS's, troubleshooted software/hardware issues, and provided basic repair on hardware

## Education

**York University** – Worked towards Information Technology BA                                        *2015 – 2019*