

Skills

- Debian, Arch Linux, Windows, MacOS
- Windows Server 2019 – Active Directory
- Java, HTML, CSS, Bash/Shell
- CLI, Git Versioning
- VMWare ESXi, ConnectWise
- Diagnostics, Troubleshooting
- Detailed Logging, Documentation
- Bilingual – English, 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
 - Basic Active Directory, Office 365, and Outlook 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 – www.nnserver.ca

Ongoing

- Dell R710, VMWare ESXi 6.0
- A self-hosted server hosting virtualized machines running Debian for hands-on projects and personal development
- Automated Backups – Scripts ran with cron to wake servers used for ghettoVCB VM and rsync data backups
- Remote Server – LVM LUKS encrypted backup, secure WireGuard VPN tunnel, rsync cron scripts
- Web Server – LEMP (Linux, NGINX, MariaDB, PHP), HTML5 and CSS, BookStack documentation wiki
- Networking – PFSense, PiHole, WireGuard VPN, OpenVPN, ReverseProxy
- File Server – NAS, NFS, Samba, SFTP, CUPS printing, Git
- Media Server – Plex, SABnz, NZBHydra, Sonarr, Radarr, Lidarr, Deluge

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
