Nam Nguyen

41 Kirknewton Rd. Toronto, ON   (416) 419-4422
nn.hoang.nguyen@gmail.com   github.com/nnleaf
www.nnserver.ca

Skills

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

- 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
- Leveraged my hospitality industry experience to provide professional etiquette during support calls
- 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

Bangkok Garden – Bartender / Server
July 2019 – Feb 2020
- Upscale Thai restaurant opened for over 30 years in the heart of Toronto
- 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
- Crafted delicious custom cocktails for the menu depending on the season
- Beer and wine inventory, restocking, and ordering along with keg maintenance

Projects / Experience

Homelab – doc.nnserver.ca
Ongoing
- My homelab consists of servers hosting virtualized machines for hands-on learning and personal projects
- Dell R710, VMWare ESXi 6.x, HP ProCurve 3500yl
- Networking – PFSense, VLAN, DMZ, PiHole, WireGuard, OpenVPN, ReverseProxy, UniFi, Grafana monitoring
- Web Server – LEMP (Linux, NGINX, MariaDB, PHP), HTML5 and CSS profile page, NextCloud cloud, BookStack documentation
- File Server – unRAID, NAS, NFS, CIFS, SMB, SFTP, CUPS print, Git
- Media Server – Plex, SABnzb, NZBHydra, Sonarr, Radarr, Lidarr, Deluge Torrents
- Backup Server – Debian running scheduled scripts to wake up, backup using rsync, then shutdown
- Remote Backup Server – Debian and Raspberry OS use rsync to backup files over WireGuard VPN
- VNC to remotely access and support Windows laptops, Veeam to backup image

York University – ITSA Club, Technician
Sept 2018 - July 2019
- 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