Nam Nguyen

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www.nnserver.ca

Skills

- Debian, Arch Linux, Windows, and MacOS
- VMWare ESXi, Windows Server 2019 – Active Directory
- Java, HTML, CSS, Bash Scripting
- 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
- Leveraged my hospitality and information technology experience to provide professional courtesy during support with end-users
- Onboarded new clients and coached users on how to use our ticketing system
- Well versed with ConnectWise Manage, Automate, and Control to create, log, and resolve service tickets
- Documented help desk tickets and resolutions using our internal documentation wiki
- Drove to various clients to fix and upgrade hardware issues that couldn't be done remotely
- Diagnosed, troubleshooted, installed, and maintained Windows 7, 10, and Windows Server 2019 machines
  - Active Directory, Office 365, and Outlook tasks and administration, user account migrations and software support

Bangkok Garden – Bartender / Server   July 2019 – Dec 2019
- Adding efficiency to the bar through careful placement of tools and equipment were paramount to my success
- Attention to accuracy, timing, and details to deliver excellent 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 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
- I love learning about new technology so by building a homelab, I got hands-on learning with personal projects. Recent projects include Layer 3 VLAN's to provide network segmentation, public web services routed through a reverse proxy DMZ with appropriate security restrictions, deploying and migrating all previous NAS services to an unRAID server with automated backups.
- Dell R710 hosting virtualized machines on VMWare ESXi and a HP ProCurve 3500yl managed switch
- Networking – DMZ with ReverseProxy, WireGuard, OpenVPN, UniFi AP, Grafana, VNC
- Web Server – NGINX, MariaDB, Portfolio landing page, NextCloud cloud, BookStack documentation wiki
- File Server – NFS, CIFS, SMB, SFTP, unRAID, NAS, CUPS printing, Git
- Backups – WoL, ghettoVCB, rsync, bash scripting, Veeam, remote backups 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, troubleshooted software/hardware issues
- Provided basic repair on hardware and upgrades

Education

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