VO PHUC LUAN

IT Engineer

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Gender: Male

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EDUCATION

Aug 2011 - Jan 2017	**Da Nang University Science of Technology**
	Major: Electronic and Communication - Advanced Program
	Degree classification: Good

CERTIFICATIONS

04/2016	TOELF ITP 530
11/2016	CCNA - Cisco Certified Network Associate (MIND center)
06/2017	Advanced Linux LPI - Linux Professional Institute (MIND center)
01/2019	JNCIA - Juniper Networks Certified Internet Associate (MIND center)
04/2019	VMware Certification (MIND center)

WORK EXPERIENCE

Oct 2019 - Now	**Universal Alloy Vietnam**
	IT support
	- Helpdesk things.
	- Setup, install Switch, APs. Storage, backup data.

Aug - Oct 2019	**American International School APU**
	IT staff
	- Helpdesk
	- Install, troubleshoot network devices, school equipment

May 2018 - March 2019	**Sun Group Joint Stock Company**
	IT specialist
	- Troubleshooting technical problem for end users:
	+ Diagnosis of desktop, application, networking and infrastructure issues
	+ Troubleshooting PC's, laptops and mobile devices.
	+ Responsible for supporting: Window XP/7/8/10; Office 2003/2010/2013/2016; AutoCAD 2015...
	- Manage 6 physical servers: IBM x3250 M4, IBM x3650 M3, HP ProLiant DL380 Gen9, at 3 sites branch (2 servers each site);

maintaning hardware.
- Control VMware system:
   + ESXi 6.5, vCenter
   + Virtual machines (DC DHCP DNS server, fileserver, wifi controller, printer server, Symantec endpoint protection server).
   + Balance resources of virtualization system (CPU, RAM, storage, NIC teaming); provide virtual machines for other staff if needed.
- Manage 2 NAS DS1817+: backup fileserver to NAS, provide resources and permission for user who need (sync with AD).
- AD system:
   + Working on Active Directory accounts (~600 users).
   + File server DFS Replication.
   + Manage DNS, DHCP services.
- Network:
   + Maintaining hardware of switch and firewall: Cisco SF-300-24, Catalyst 3750; Fortiget-100D.
   + Configuration switch L2 L3, firewall.
   + Administering LANs, WANs internet/intranet.
   + Network connectivity troubleshooting, ping, tracert, telnet; cabling troubleshoot.
   + Statistics and document IP address devices list (design IP range and document giving IP).
- Unifi AP:
   + Upgrade firmware version of controller and APs, backup config.
   + Optimize location, coverage, channel of APs.
   + Add new ,remove, move APs, troubleshoot connection, adopting problem.
- CCTV: ensure connection from DVR to camera, handle related incidents.
- Printers: Ensure smooth connection from printer server to printers, troubleshooting printer and scanning problems (HP laserjet, Canon, Fuji xerox, Panasonic...)

Mar 2017 - Apr 2018	**One Communication Corporation**
	Technician
	- Maintain Alcatel PBX system for customers: Grand Mercure, Novotel, InterContinential, Fourseason The Nam Hai.
	- Technical support PBX, network, camera, sensor, wallboard.
	- Participate in infrastructure deployment project, network system, PBX:
	+ Install, configuration switch HP, Cisco
	+ Install, configuration server IBM, HP

PROJECTS

Meliá Danang
(04/2017 - 05/2017)

Customer	Meliá Danang
Description	- Upgrade Alcatel PABX system
Team size	4

My position	Deployment Engineer
My responsibilities	- Survey, analysis, reporting - Deploying infrastructure, installing equipment - Upgrade, migrate, configure - Check services, support errors
Technologies used	- Alcatel OXE R11.2 - L2.300.25c

Cathay Life Da Nang
(09/2017 - 02/2018)

Customer	Cathay Life Insurance Da Nang
Description	- Deploying Panasonic PBX system: +Installing a new PBX at Petrolimex Da Nang building. +Installing a new PBX at Da Nang Helicopter building. +Relocation PBX system at Hoi an branch.
Team size	2
My position	Leader
My responsibilities	- Survey, analysis, reporting - Deploying infrastructure - Configure - Checking services and training
Technologies used	- Panasonic KX-NS300

Cocobay Da Nang
(05/2017 - 04/2018)

Customer	The Empire Group - Cocobay Da Nang
Description	- Deploying infrastructure and configuration: network, voice, system
Team size	8
My position	Deployment Engineer
My responsibilities	- Infrastructure, cable connection, equipment installation - Network: + Config Core switch, Distribution switch, Access switch (Aruba 5400r zl2, HP 5130, HP 1920): vlan, routing, ACL... - Voice: configure hotel phones, voice gateway - Checking services, support errors
Technologies used	- Aruba, HP, Unifi - ProLiant DL380

Firework DIFF 2018
(05/2018 - 06/2018)

Customer	Sun Group
Description	- Deploying infrastructure and configuration: wifi system for Fireworks festival
Team size	3
My position	Technician
My responsibilities	- Administering & designing LANs, WANs connection, bandwidth required, location APs. - Communicating and negotiating with other staff and suppliers. - Infrastructure, cable connection, equipment installation
Technologies used	- Draytek Vigor 300B, HP 1910 - Unifi AP

Change IP range
(07/2018 - 12/2018)

Customer	Sun Group
Description	- Change the entire IP range to serve services in the future.
Team size	3
My position	Technician
My responsibilities	- Work with team to designing entire new IP range - Config switch and related IP devices - Ensure VPN connection from site to site - Ensure DC and server system still working well - Make sure no errors arise - Document IP list
Technologies used	-