



An Pham

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Summary

- Maintain automation server.
- Apply CI/CD to deploy services.

Experience



System Engineer Virtual Intern

Open Learning Exchange

Sep 2019 - Present (9 months +)

- Building and testing Jitsi application to replace Zoom and Google Hang-out software.
- Providing Whitebox and Blackbox testing for raspbian images.
- Collaborating with other members to perform code review.
- Debugging and programming wireless modules for arm device.
- Patching the arm based systems.



Audio Video Support Specialist

University of Massachusetts Boston

Jun 2018 - Jan 2020 (1 year 8 months)

- Perform data entry on daily basis.
- Update laptop and Workstation of class rooms.
- Troubleshoot tickets from ITSM.
- Responsible for reporting incidents within buildings.
- Perform installation for Zoom Conference Software.
- Ticket system : Service Now
- Office 365



Installation and Service Technician

ICare Cente

Jan 2017 - Dec 2017 (1 year)

On-call Support Technician:

- Assigned to troubleshoot banking's and factory's equipment such as workstation and printers.
- Providing internal report for HQ to perform equipment assessment.
- Installing surveillance system for businesses with limited budget.

Education



University of Massachusetts Boston

Bachelor's degree, Information Technology

2018 - 2019



University of Massachusetts Boston

2017 - 2019

Licenses & Certifications



Linux KVM for System Engineers - Udemy

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Certified Linux Administrator (LPIC-1) - Linux Professional Institute

Issued Oct 2017 - Expires Oct 2022

LPI000369823

Skills

Virtualization • Testing • Scripting • Network Communications • Workbench • Linux KVM • Kernel-based Virtual Machine (KVM) • LPIC • Linux • Bash