PHUOC PHAN

5587 Cortina Crescents • Mississauga, ON L4Z3R2 • (647) 648-7503 • phuocphan12@gmail.com

SUMMARY

Skilled IT Administrator with a background in Computer Networking and Technical Support with a Cisco Certification in Routing and Switching. Key strengths include hardware/software installation and maintenance, troubleshooting, and the ability to master new software, technology, and security safeguards.

SKILLS PROFILE

Platforms:	Windows XP/Vista/7/10, Windows 2008/2012 Server, Linux Fedora/Cent OS, Android, iOS, OSX, Blackberry
Tools:	Linux Shell Scripting, PowerShell, SQL, IIS, Samba, PXE, Apache, MySQL, Hyper-V, DNS
Hardware:	Dell, Microsoft, Cisco Routers and Switches, IP Phones (Cisco 794X series), Cisco ATA 187, Polycom Video Conference and Collaboration Server

EXPERIENCE

2014 – Present   **Equitable Bank**   **Toronto, Canada**

Financial Analyst   *2016 – Present*

- Oversee the evaluation of data quality by monitoring, auditing, and resolving inconsistencies in data warehouse and applications
- Analyze key performance metrics with the ability to engineer and produce over 40 financial reports including sub-ledger/general ledger reconciliation, daily statistics of funded loans, and beacon credit quality using IBM Cognos TM1, Excel, SQL, and VBA
- Reduce errors and expedite processes by 12 hours per month by creating VBA programs to automate repeatable tasks

IT Administrator   *2014 – 2016*

- Resolved, maintained, and diagnosed over ~550 employee's issues relating to PC's, laptops, printers, file servers, DHCP, AD,NFS, GPO, and networking switches, routers, and firewalls
- Led the Marketing and Digital Banking Departments in deploying and configuring a new website/server, and supported the web developer on troubleshooting related problems with MSSQL, IIS, and Sitefinity
- Deployed, configured, and maintained of ~10 servers with Windows 2008/2012 and Linux, as well as collaborated with a web developer on debugging and troubleshooting problems
- Supervised and evaluated the security for each computer by reviewing and updating anti-virus and firewall protection, VPN configuration, control resources, log files, and access requests
- Increased productivity and automated repetitive tasks by designing, writing, and supporting bash, PowerShell, VBScript, and Automate.

2014 - 2014   **Home Trust**   **Toronto, Canada**

PC Life Cycle Technician

- Provided first tier support for departmental hardware and software issues for ~700 end-users as well as led a departmental upgrade of 200 systems in 3 months from Windows XP to Windows 7

EDUCATION & CERTIFICATION

Seneca College   **Toronto, Canada**

Computer Networking & Technical Support Diploma (2014)

IBM Cognos TM1 Training (2015)

Cisco Certified Network Associate in Routing & Switching (2016)