Thao TRAN

K58-H04/08 Nguyen Dang, Thanh Khe, Da Nang | 0918 783 762 | tranvuthao2906@gmail.com

Objective

· To achieve personal and professional growth in work.
· To accept challenging job opportunities that which would show my skills and abilities.
· Looking for opportunity to utilize my strength and build up my career as a trusted network service.

Personal Detail

· Full Name: TRAN VU THAO
· Vietnamese Name: TRẦN VŨ THẢO
· Date of Birth: June 29th , 1985
· Birthplace: Binh Trung – Binh Son – Quang Ngai
· Gender: Male
· Marital Status: Married
· Nationality: Vietnam
· Experience Years: 10
· Online Profile: https://www.linkedin.com/in/thaotrancloud/

ADDITIONAL INFORMATION

· A SysOps/DevOps Engineer always sticks on professionalism and grow career path.
· An IT System Engineer works hard, works smart and according to service oriented.
· Ready for challenges, high responsibility in work.
· Always set targets, purposes in career path to be a great manager.
· Motivated, confident, honest and friendly is my highlight.
· High responsibilities in working and processing tasks to provide qualified services to client, managers and colleagues.
· Self-learning and self-training new professional knowledge-base.

Experience

SYSOPS / DEVOPS ENGINEER | EVIZI | 6TH FLOOR, 02-QUANG TRUNG, DANANG | JANUARY 2017 – NOW

· Operating SaaS platform systems with multi components for ItsOn Inc at Redwood City, California, United States.
· Operating/Deploying server Java applications in multi environment (Production, Pre-Production, Staging) for multi tenants.
· Configuring/Seting up systems for onboarding tenants (Telefonica, Digicel Panama, Digicel Jamaica).
· Daily handling Operation/Deployment tickets which is submited by Engineering/QA team.
· Coordinating/Collaborating with onsite DevOps/ProdOps engineers.
· To investigate and troubleshoot application miss behaving and take the needed action to fix it.
· Customizing/Implementing scripts to improve work productivity.
· Implementing additional monitoring points to better assess the health of the platform and environments.
· Composing/Documenting technical steps as standard procedure to review/approve before implementing and documentation purpose.

- Managing, maintaining and enforcing the Change Management Control (CMC) process.
- Creating knowledge base articles from frequently encountered problems and issues.
- To help international projects to set up, improve and maintain their Technical Project Infrastructure.
- To Setup/Configure the Zabbix/ELK to monitor system infrastructure, logging and visualize application health.
- To build Chef server, bootstrap and provision Chef client node.
- Managing, updating Chef cookbook, Chef vault to keep up to date system configuration.
- Collaborating with teamate to maintain and improve CI/CD pipeline with Jenkins, JFrog Artifactory, SVN, Chef…

GLOBAL CUSTOMER SUPPORT ENGINEER | EVIZI | 6TH FLOOR, 02-QUANG TRUNG, DANANG | JUNE 2016 – JAN 2017

- Investigate customer issues in advanced level.
- Deep dive in application (Java Application, HAProxy, Nginx) logs to troubleshoot system/user issue.
- Working on Oralce and Cassandra database to query/collect data.
- Cordinate with third party to investigate issue in system level.
- Multi-tasking in support for multi clients (Jawwy-STC, Telefonica, MTN, Sprint, Virgin)
- Pro-actively and surely in parallel communication channels with multi customers.
- Facilitating feedback loops and provides suggestions/recommendations to Technical Operations, Development Operations, Quality Assurance, and Engineering in order to improve the quality and stability of ItsOn Inc. platforms and systems.
- Handling high stress situations and environments with excellent customer service.
- Ensuring customer SLAs are followed with strict compliance.
- Onsite working directly with client in Dubai, United Arab Emirates (UAE).
- Working on:

  + OS: Unix/Linux   + DB: Oracle, Cassandra   + Monitoring: Zabbix, Kibana
  + Logs Analytic: Splunk, Elasticsearch Logstash Kibana (ELK)   + Atlassian (Jira, Stash, Confluence)

NOC ENGINEER LEVEL 2 | EVIZI | 6TH FLOOR, 02-QUANG TRUNG, DANANG | MARCH 2015 – MAY 2016

- Manage mobility systems for ItsOn Inc at Redwood City, California, United States.
- As ItsOn NOC engineer responsibility, proactive monitoring/operating mobility systems of world-wide customer (Movistar system of Telefonica in Mexico, Jawwy system of STC in Riyadh, Virgin Mobile system of Sprint in California, MTN system in South Africa, …)
- Handling high stress situations and environments with excellent customer service.
- Problem/issue management, change management control and providing operational and customer support in a follow-the-sun 24x7x365 model.
- Managing, maintaining and enforcing the Change Management Control (CMC) process.
- Ensuring customer SLAs are followed with strict compliance.
- Creating knowledge base articles from frequently encountered problems and issues.
- Working with Elasticsearch Kibana Logstash log management system.
- Working with Atlassian (Jira, Confluence, Stash) ticket/knowledge-base/code management system.
- Working with Zabbix/PagerDuty alarms/alerts/triggers management system.

IT SYSTEM (IS) ENGINEER | ENCLAVE |453-455 HOANG DIEU, DANANG | JULY 2007 – OCTOBER 2014

- Manage wired and wifi network system of company
- Design and implement network infrastructure for company and clients.
- Consult and provide network solutions for company, clients, teams or groups.
- Manage and handle all servers, network devices, application systems of company and clients.
- Troubleshoot and solve network issues or problems of informatics hardware.
- Investigate risks of servers, network devices, etc… in whole network systems.

- Document all network, server or other IT stuffs for tracking and administration.
- Provide IT support service for 150 to 200 end users.
- Manage all IT facilities like hardware, solfware, mobile device, …
- Contact, work with ISPs and suppliers to purchase new devices or maintenance.
- Manage security systems like: access card or camera system.

Skills & Abilities

Professional Skills

- Good experience in working and operating Unix/Linux platform.
- Experienced in webserver technology such as Apache, Nginx, Tomcat...
- Experienced in using Chef automation tool for managing/configuring several hundred servers.
- Experienced in monitoring systems such as Zabbix, Elasticsearch Logstash Kibana (ELK), Glowroot, PRTG.
- Experienced in source code version control such as Stash/Git/SVN/CVS.
- Experience with highly-available and scalable infrastructure.
- Advanced ability to trace java application or system logs for troubleshooting issue.
- Understanding/Working with web load balancers such as HAProxy.
- Understanding/Working with continuous integration and continuous delivery systems like Jenkins.
- Understanding/Working with build tools (Maven) and build systems (Jenkins, JFrog Artifactory)
- Having scripting skill with using Bash/Shell, Python, Ruby languages.
- Knowledging/Understanding/Working with Oracle and Cassandra DB query/command.
- Knowledging/Understanding with AWS technologies.
- Understanding with Docker and container orchestration systems with (Kubernetes).
- Understanding with Agile Scrum methodology.
- Content Delivery Networks (CDN) and Caching servers such as Squid, Varnish, Akamai.
- Good understanding, experience in virtualization technologies Hyper-V, vSphere ESXi, Xen Server
- Solid understanding of core networking concepts, with applied hands-on experience configuring VPNs, TCP/IP networking, load balancing, high availability.
- Having experience designing, implementation, managing local network infrastructure, server system.
- Install, configure, administrate, monitor and troubleshoot Windows domain with domain controller (DC), DHCP server, DNS server, Mail Exchange server, FTP server, ISA server, etc…

Leadership/ Management Skills

- Train, mentor and supervise other member in team.
- Lead and track works of members for no miss-deadline.
- Share with members from lesson learns in whole during working time.
- Provide training courses to candidates in company inter boot camps.
- Manage network systems, security systems and IT-assets management.
- Manage working time follow plan and catch-up deadline correctly.

Communication Skills

- Directly work and communicate client on daily task, problem troubleshooting.
- Join meeting with client and third party to handle high severity issue on production environment.
- Use English to communicate with colleagues and clients every day via all channels.
- Presentation and knowledge sharing for engineers, teams or groups in necessary cases.

Education

BACHELOR DEGREE | JUNE 2007 | DUY TAN UNIVERSITY

· Major: Information Technology
· Minor: Technical Computer Network
· Related coursework: "Wireless LAN Security with a Centralized Authentication Method Using RADIUS."

MASTER DEGREE | JUNE 2012 | DA NANG UNIVERSITY

· Major: Computer Science
· Related coursework: "Researching and Applying Server Virtualization Technology in Order to Improve the Performance of the Intranet."

CERTIFICATION

VDC3 Certified Network Administrator – VCNA
· From Jan 15th, 2007 To May 23rd, 2007
· Viet Nam Data-communication Center 3 (VDC3)

Interconnecting Cisco Network Devices - ICND
· From May 15th, 2007 To Jul 15th, 2007
· VSIC Computer School

Microsoft Certified System Engineer – MCSE
Microsoft Certified System Administrator – MCSA

Hobbies & Interests

· Sport: football, tennis, badminton.
· Media: instrumental music, pop, action movies, entertainment programs and news.
· Traveling, cooking, reading.
· Idols: Roger Federer, Paul Scholes, Nguyen Tuan Anh.

-– I hereby certify that the above information is true with the best my honor. -–