NGUYEN TRONG THE

PERSONAL DETAILS

Gender: Male   **Nationality:** Vietnam

Date of Birth: 01ST June 1983   **Mobile:** 0902 748299

Marital Status: Married   **Email:** trongthect@gmail.com

Current Residence: 2389/17A, 1A street, District 12, Ho Chi Minh city.

EDUCATION & QUALIFICATION

- ✓ Certificate of Microsoft Azure Administrator.
- ✓ Certificate of Azure Architect Expert
- ✓ Certificate of Cybersecurity Architect Expert
- ✓ Certificate of Office 365 Security Administrator Associate
- ✓ Certificate of LPI
- ✓ Certificate of - MCSE
- ✓ Certificate of CCNA
- ✓ Certificate of IT management Skills
- ✓ Certificatate of People Management skills
- ✓ Certificate of ISO/IEC 27701:2019
- ✓ Studying CISSP certification

- ✓ Engineering of DaNang university of Technology – Electronic and Telecommunication.

EXPERIENCES

❖ **IT Management:**
- ✓ Operating the IT system and IT services to ensure the effectiveness of the IT division.
- ✓ Building IT plans, policies, schedules, services to accomplish IT goals and objectives.
- ✓ Establishing the Service Level Agreement with internal and external IT stakeholders.
- ✓ Good understanding of ISO 9001, ISO 27001 and ISO 27701
- ✓ Good understanding of ITIL standard.

❖ **IT Expertise:**
- ✓ Implementing and administering the IT system in medium and large companies.
- ✓ Administering Microsoft Azure Cloud Computing, Azure AD, Exchange Online, Office 365.
- ✓ Administering Microsoft on-premises: Active Directory, DNS, DHCP, IIS, AzureDevops…etc/
- ✓ Administering Linux services: LDAP, Apache, FTP, SSH...etc.
- ✓ Administering virtualization platforms such as Microsoft Hyper-V, VMware, Xen Citrix.
- ✓ Configuring IT infrastructure devices such as firewall, switch, router, wireless controller…
- ✓ Implementing and administering backup solutions and process, security endpoint solutions.
- ✓ Operating Disaster Recovery Site system.
- ✓ Coding languages: Windows PowerShell scripting, Python basic.

PERSONAL ATTRIBUTES & SKILLS

- ✓ Ability to prioritize and execute tasks in a high-pressure environment.

- ✓ Proven analytical and problem-solving abilities.
- ✓ Proactive, self-motivated, keen attention to detail.
- ✓ Good at teamwork and interpersonal working skills.
- ✓ Good at English communication and technical English.

EMPLOYMENT HISTORY

❖ **Jun 2018 – Present:** Orient Software Development Corporation
   Job Position: IT Manager
   Job Description:
   Be responsible for all activities of IT Department including:
   - Be Global Administrator to manage Office 365, Azure AD, Exchange Online, SharePoint, Teams, Yammer.
   - Administering and responsible for windows server services such as AD, DNS, DHCP, File Server.
   - Managing network system, including Firewall, Cisco switches, wifi, camera, Access control.
   - Patches Management strategy for endpoints, network devices.
   - Building and managing internal tools: AzureDevops on-premises, Zabbix, Asset Management (Snipe-IT), ServiceDesk tool (GLPI), Redmine, Logging central (ELK).
   - Providing IT support service that complies with ITIL standard.
   - Be ISMS manager the ISO 27001 project
   - Building IT budget based on the yearly budget of IT department.
   - Working with Sales, BOD involve to bidding projects of IT security aspects.
   - Reporting to BOD.

   Achievements:
   - Successful in leading the team to get the ISO 27001 certification in 2019
   - Successful in migrating the on-premises system to Office 365 in 2018
   - Keep the system running smoothly and safety
   - Built the IT Support service at all offices to comply with ITIL standards, SLA > 95%.

❖ **July 2011 – May 2018: IMT Solutions.**
   Job Position: IT Manager
   Job Description:
   - Managing and responsible for configuration change for IT hardware devices at data center and site offices.
   - Managing and responsible for IT systems such as virtualization infrastructure, Hyper-V failover clustering, SAN storage, email system.
   - Administering Windows services such as AD, DNS, DHCP, file sharing, licensing…
   - Leading new IT projects, optimizing the current IT system and infrastructure to increase performance and high availability.
   - Performing IT routine task list, periodic review firewall rule, access control list, devices configuration.
   - Supporting projects, clients, make sure IT services delivery effectively follow the ITIL standard.
   - Providing IT support service complying with ITIL standard.
   - Building IT budget based on the yearly budget of IT department.
   - Working with Sales, BOD involve to bidding projects of IT security aspects.
   - Be ISMS manager the ISO 27001 project
   - Reporting to BOD.

❖ **August 2009 – March 2011: Webs-Pro**
   Job Position: IT Engineer.
   Job Description:
   - Administering and responsible for configuration change for all IT hardware.
   - Implementing and administering Microsoft Hyper-V virtualization platform, ensure all the virtual servers, and applications running stable and high availability.
   - Administering Windows server services, Microsoft Exchange On-premises, Exchange Online.
   - Building and administering backup - recovery system and process.
   - Managing IT services and resources to ensure the IT capacity meets the existing and future requirements.

- Building IT improvement plans and planning for IT Disaster Recovery Site implementation.
- Making IT documents such as technical documents, user guide.

❖ **2006 – January 2009: FPT Telecom.**

Job Position: IT Engineer.

Job Description:
- Responsible for technical configuration and troubleshooting within the company
- Supporting clients if they have issues with internet connection to ISP