



NGUYEN VIET CHI THIEN

Senior IT Operations Specialist

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PROFESSIONAL SUMMARY

IT Infrastructure professional with 16+ years of experience in banking and enterprise environments. Strong expertise in system administration, virtualization, networking, security, and IT service operations. Proven ability in team leadership, ITIL/ITSM implementation, infrastructure optimization, and automation to improve system stability and operational efficiency.

Career objective: Apply experience as an IT Infrastructure / Operations Team Leader to ensure reliable, secure, and scalable IT services supporting business growth.

CORE STRENGTHS

- IT Infrastructure & Operations Leadership
 - Enterprise System Administration (Windows/Linux)
 - Virtualization & Storage (VMware, SAN/NAS)
 - ITIL / ITSM Process Implementation
 - Automation & Scripting (PowerShell, Bash)
 - Incident Management & Continuous Improvement
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WORK EXPERIENCE

ORIENT COMMERCIAL JOINT STOCK BANK (OCB)

Senior IT Operations Specialist

2017 – Present | Banking | 10,000+ employees

Team size managed: 5+ engineers

Responsibilities

- Manage and operate enterprise IT infrastructure across headquarters and branches.
- Administer Microsoft platforms: AD, GPO, DNS, DHCP, Exchange, IIS, SharePoint, MS 365, Lync.
- Operate ManageEngine suite: AD360, ServiceDesk Plus, ADManager Pro, Endpoint Central, Asset Management.
- Manage virtualization platforms: VMware ESXi, vCenter, vMotion, vSAN, clusters.
- Operate SAN/NAS systems (Dell EMC, Synology, QNAP).
- Manage LAN/WAN, Firewalls, VPN, Wi-Fi, Access Control, CCTV, VoIP Call Center.
- Ensure data protection with Veeam, Veritas, Tape backup solutions.
- Experience with deployment and operational support for Redis and Jenkins, Git for internal banking systems uat/prod.
- Lead IT Service & Support team: task assignment, performance review, training, escalation handling.
- Develop and standardize ITIL/ITSM processes; oversee Service Desk operations.
- Manage IT asset lifecycle, vendor evaluation, procurement, and annual infrastructure budget.
- Design and implement high-availability, monitoring, and performance optimization solutions.
- Develop automation using PowerShell & Bash (daily backup reports, health checks, user & email provisioning from HR data, patching).

Key Achievements

- Achieved 99.9% system uptime for core banking support systems.
 - Improved IT service quality and response time for end-users enterprise-wide.
 - Implemented automation for system operations and Windows/Linux patch management.
 - Optimized annual IT infrastructure operating costs while maintaining service quality.
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DAT VIET VAC MEDIA CORPORATION

IT Specialist

2010 – 2017 | Media & Entertainment

- Administered Active Directory, Email systems, Wi-Fi, Panasonic PBX, CCTV.
 - Operated and maintained network infrastructure for head office and branch offices.
 - Provided end-user IT support and incident troubleshooting.
 - Participated in infrastructure and system deployment projects.
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NAM VIET CORPORATION

IT Staff

2007 – 2010

- Administered AD, File Server, Database, MDaemon Mail Server.
 - Deployed and maintained internal company websites.
 - Managed IT assets, procurement, and periodic system maintenance.
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TECHNICAL SKILLS

Operating Systems

- Windows Server 2012–2022, windows 10, 11...
- Linux (Ubuntu, CentOS, Redhat...)
- MacOS

Virtualization & Cloud

- VMware, Proxmox, Hyper-V
- Microsoft Azure

Networking & Security

- Cisco, Fortigate, DrayTek
- Firewalls, VPN, Load Balancer
- SAN / NAS Storage Systems

ITSM & Management Tools

- ManageEngine: AD360, ServiceDesk Plus, ADManager Pro, Endpoint Central, Asset

Scripting & Automation

- PowerShell, Bash

Soft Skills

- Leadership & team management
 - Incident & problem management
 - Cross-department communication
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EDUCATION

- **Bachelor of Computer Science** – Ho Chi Minh City Open University
- **NIIT College**

CERTIFICATIONS

- Microsoft **MCSA / MCSE**
- Linux **LPIC-1**
- ManageEngine Endpoint Central
- Other infrastructure-related certifications