

NGUYEN CONG TAM

Senior System Administrator

INTRODUCTION

Male
Married
09/05/1994
0378761001
congtamsoul@gmail.com
Tan Phu District, HCMC

CAREER OBJECTIVE

- Seeking a suitable position as a Senior IT System Administrator.
- Eager to enhance my skills and knowledge in a creative and challenging work environment.
- Committed to contributing to the growth and success of the company.

EDUCATION & CERTIFICATIONS

May 2019 – Now

- ITILv4, ITSM, Docker & Container, Fortinet NSE4, PCNSE, Office 365, Grafana & Prometheus,VMWare.
  Course at ITFORVN
- Microsoft Azure Administrator Certifications (AZ-104).
- Microsoft Teams Administrator Associate (MS-700).
  Microsoft
- SharePoint online Administrator - *Udemy*
- AWS Developer Associate – *Trainocate*

May 2019

- TOEIC Certificate issued by IIG with a score of 500.
  IIG Vietnam

July 2012 - Feb 2019

- Computer Engineering.
  University of Information Technology

Key Skills

Technical Skills

- Installing, configuring, monitoring, and maintaining computer hardware, software, systems, networks, printers and scanners, mobile devices, and cameras.
- Administrator: Okta, Microsoft 365, Gitlab, Jira.
- Know about Microsoft Azure, VMWare.
- Monitoring system and report with Grafana & Prometheus, Power BI.
- Ticketing system: Helpdesk level 2, knowledge base, report.
- Setup meetings, and events: Google Meet, Microsoft Teams, Zoom, Skype.
- Managing equipment by SnipeIT, FreshService, Jira.
- Deploy applications, manage policies for laptops from Intune, Kandji, Jamf.
- Configuring firewall Fortigate, Unifi.
- Script: Power Shell, Bash Shell, C++.

Key Skills

Soft Skills

- ***Communication***
  - Good at communication in English.
  - Honest, polite, cheerful, hardworking.
  - Playing guitar, singing.
- ***Problem-Solving***
  - Strong presentation and teamwork skills.
  - Being able to prioritize and delegate.
- ***Patience***
  - Strong customer service ethos.
  - High commitment and positive attitude.
- ***Flexibility***
  - Quickly Learn New Technologies.
  - Able to Work Independently.
  - Good health for working overtime.

CAREER HISTORY & EXPERIENCE

May 2021 – Now

Cloud Apps Administrator

Ampere Computing

- On-Boarding: prepare the account, devices, training for new users.
- Off-Boarding: Disable the account, backup and wipe data.
- Service Desk: support tickets for all sites, manage documents on Jira Service Management.
- Deploy, update applications, policies for Windows, Macbook, Linux.
- Install, update version, license for EDA tools: Synopsys, Cadence, Mentor, Perforce…
- Microsoft 365, Azure Cloud app admin: SharePoint, Exchange Online, Teams, Power Automate, Power BI.
- Gitlab admin: manage groups, projects, permission, familiarity with Git.
- Jira/Confluence admin: manage Task, Project, Spaces, permission.
- Okta admin: manage people, groups, applications, rules.
- Settup meeting rooms, company events.
- Audit and clean up systems.
- Create a simple script to automate on PowerShell, Bash.
- Support on: VMWare, Xen-Orchestra, freeIPA, SMTP server, File & Printing Server.
- Implementing security policies, mornitoring for vulnerabilities, Antivirus solution.

Aug 2019 – Apr 2021

IT Specialist

Logivan Company

- Hardware: handover, recall, repair, buy computers, laptops, monitors…
- Software: install, uninstall, update, operation system (Windows, Linux, macOS).
- Account: create, update, delete, transfer data.
- Managing warehouse and equipment: SnipeIT.
- Doing payment procedures: handover records, invoices, purchase order creation.
- Managing internet, network (Unifi, Fortigate), camera Hikvision.

Aug 2017 - July 2019

IT Support Team Leader

Pharmacity Company

- **At The Stores**
  - Installing and maintaining for store's equipment: Internet, POS, Camera, Music, TV.
  - Installing, updating Microsoft SQL Server and sales software.
- **In the Office**
  - Supporting Ticket by Service Desk.
  - Training new employees. Writing documents, processes and policies.

COMMUNITY & FAVORITE

- Member of ITFORVN technology forum.
- Interests: Running, singing, and listening to audiobooks.