VAN HIEP NGUYEN

December 06, 1987
Tay Mo street, Hanoi
Hiepnv0612@gmail.com
0979.977.725

OBJECTIVE

Seeking a position that requires working on planning IT support, building infrastructures and IT administrations to perform my best experience and skills.

EDUCATION

Computer Science, Master of Science
Posts and Telecommunications Institute of Technology, Computer Networks and Telecommunications

Computer Science, Bachelor of Science
Ha Noi University of Industry, Computer Networks and Telecommunications

Networks, telecommunications and infrastructures
LAN, WAN, hardware, software
Routing protocols…

Microsoft Certified Solutions Associate (*MCSA*) certificate
NETPRO Networking Academy, MCSA certificate

Windows Server 2003, Active Directory, DNS, DHCP, Mail Exchange, ISA…

Cisco Certified Network Associate (*CCNA*) certificate
NETPRO Networking Academy, CCNA certificate

Routing & Switching, Router, Switch, Hub, Wifi…

EXPERIENCE

IT Leader
August 2014 – Present
NIPPON EXPRESS VIET NAM Company LTD, 106 Hoang Quoc Viet street, Hanoi

Training users use digital equipment or new software in case of need.
work closely with all vendors to keep the good service quality.
Provide technical support and troubleshooting, including but notlimiting to: software updates, security, antivirus protection, network and internet connection, pcs, printer, telephone.
Purchase / disposal / control / monitoring / reporting of IT equipment and manage asset.

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Skills

Windows Server
Windows XP
Windows Vista
Windows 7
Window 10
Microsoft Outlook
Microsoft Visio
Mail Exchange
Mail Office365
Mail Lotus Note
Anti-Virus software
Adobe Photoshop
Symantec Ghost
Data Recovery

LAN/WAN
TCP/IP
Wireless
Video Conference

PC Hardware
Optical splicing equipment
ECI transmission devices
VoIP gateway
Encoder and Decoder
Telephone system
Cisco router
Cisco switch
ADSL modem
Fire alarm system
Fortinet Firewall

Certifications

MCSA from NETPRO networking academy

CCNA from NETPRO networking academy

English Certificate, level C

Make the schedule to carry out effective IT operations such as systemmonitoring and health check, system backup, and data archiving to ensure the IT systems and services areoperated at good condition.
Draw up the IT budget estimate and inventory planning. implement it policies, following company policies .
Assist and guide other departments to work effectively with computer and software, organizational planning,
Design and management of the entirecompany network.

IT System Engineer
April 2013 – May 2014

Viettel Global Group Company, 1 Tran Huu Duc street, Hanoi

Sizing infrastructure planning and investment organizations IT equipment to upgrade or deploy at new site and Corporate Office.
Support and administration handling incidents related to IT infrastructure systems (Database, Server, Network) at new site and Corporate Office.
Develop procedures, regulations, guidance, support tools, ... for overseeing the operation of IT infrastructure at new site and Corporate Office .
Directly deploy IT systems at new site and Corporate Office

IT Technical
August 2011 – March 2013

Singapore KinderWorld Education Group, 106 Hoang Quoc Viet street, Hanoi

Manage and assist IT Technicians in Campus where additional experience is required
Research, plan, install, configure, troubleshoot, maintain and upgrade hardware, network and operating systems
Research and recommend hardware and software development, purchase, use
Record and maintain hardware and software inventories, site and/or server licensing, and user access and security
Involved in DPM project - Data Protection Manager for users from Microsoft
Involved in Wifi Security Project from Meraki.

IT Engineer
July 2010 – July 2011

Vinacontrol Property Valuation Company, 54 Tran Nhan Tong street, Hanoi

Install, configure and maintain desktop PCs, notebooks, software and peripheral equipments Create a database of prices
Total up about customer's informations
Manage fire alarm system and video conference services
Provide consultancy services on Network implementation and optimization
Manage and operate WAN, LAN, firewall system, finger print system
Computer Virus protection
Provide regular support to end users both online or on site of system related issues