J. N.

SENIOR SYSTEM ENGINEER

Passionate and results-driven IT professional seeking a dynamic role to apply my skills, experience, and problem-solving mindset in driving innovation and supporting digital transformation. Eager to contribute to impactful projects while continuously learning and growing in the tech field.
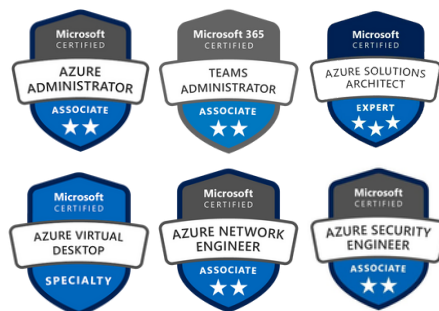
SKILLS

- M365 Admin
- AD Identity
- Exchange Online
- GPO
- Intune
- AADP
- AIP
- Defender
- Windows Server
- Azure

EDUCATION

Bachelor of Science in Information Technology
Graduated – 08/2008

Business Administration
Graduated – 03/2016

CERTIFICATION

Microsoft Certified — Azure Administrator Associate ★★
Microsoft 365 Certified — Teams Administrator Associate ★★
Microsoft Certified — Azure Solutions Architect Expert ★★★
Microsoft Certified — Azure Virtual Desktop Specialty
Microsoft Certified — Azure Network Engineer Associate ★★
Microsoft Certified — Azure Security Engineer Associate ★★

- Microsoft Certified Systems Engineer
- Microsoft Certified Systems Engineer: Security
- Microsoft Certified Exchange
- Microsoft® Certified Technology Specialist MCTS
- Microsoft® Certified IT Professional MCITP

LANGUAGE

English

Vietnamese

EXPERIENCES

ALFA CONNECTIONS PTE LTD
Senior System Engineer
June 2022 - Present

- Implemented Microsoft 365 E5 Compliance and Security capabilities to enhance organizational data governance and threat protection.
- Configured and deployed Microsoft Defender for Endpoint and Microsoft Defender for Office 365 to safeguard users against advanced cyber threats.
- Managed end-to-end deployment of Windows Autopilot and Windows Autopatch for seamless device provisioning and automated update management.
- Established Microsoft security baselines using Intune and conducted in-depth environment assessments to align with compliance best practices.
- Delivered hands-on technical workshops for Microsoft solutions, driving knowledge transfer and upskilling internal and external stakeholders.
- Served as a trusted technical advisor for modern workplace and cybersecurity solutions, aligning IT strategy with business goals.
- Provided technical consultancy for Azure Virtual Desktop (AVD) and Windows 365 deployments, optimizing remote work experiences.
- Spearheaded the deployment and configuration of Microsoft 365 Defender, implementing advanced security hardening practices.

Successfully Implemented Projects

- Designed and deployed a custom PowerApps solution to optimize inventory and sales workflows for a furniture company.
- Developed PowerApps applications to support asset tracking and operational oversight for a property, infrastructure, and asset management firm.
- Implemented PowerApps to streamline production and distribution processes for a paint and coatings manufacturer.
- Built PowerApps tools to enhance operational efficiency and data visibility in a manufacturing environment.
- Created PowerApps solutions for a food catering and cafeteria service provider, improving service coordination and employee meal tracking.

EXPERIENCES

TOP SWISS FIRM FOR ENTERPRISE IT & MANAGED SERVICES
Senior System Engineer
2018 - 2022

- Designed and implemented cloud infrastructure using AWS and Microsoft Azure.
- Deployed and supported on-premises infrastructure for hybrid IT environments.
- Created Disaster Recovery (DR) plans, including defining RTO (Recovery Time Objective) and RPO (Recovery Point Objective).
- Migrated email systems from Zimbra, Gmail, and MDaemon to Microsoft Office 365.
- Administered Office 365 services including Exchange Online, OneDrive, Microsoft Teams Phone System, and EMS.
- Managed VDI systems using Citrix, NetScaler, and Windows Terminal.
- Experienced with virtualization platforms including Hyper-V and VMware.
- Administered Windows services such as Active Directory (AD), DNS, DHCP, Certificate Authority (CA), and WSUS.
- Managed Linux-based systems including DNS, SFTP, Postfix, NGINX (reverse proxy & load balancing), and Apache Tomcat.
- Utilized monitoring tools like PRTG, Grafana, and Prometheus for system performance and alerting.
- Automated deployments and configurations using Ansible and Jenkins.
- Proficient with GitLab and GitHub for version control and collaboration.
- Designed and maintained containerized applications using Docker, Microservices, ECS, ECR, and Kubernetes.
- Deployed CI/CD pipelines using GitHub Actions, Ansible, and Jenkins Pipelines.
- Managed workflow and project tracking with tools like Autotask, BPOS, Jira, and Confluence.

PREMIER CLOUD & CYBERSECURITY PARTNER IN EMERGING MARKETS
Senior Cloud Engineer
2016 - 2018

- Provided support across territories including Vietnam, Laos, Cambodia, Myanmar, and Thailand.
- Delivered service and support for Microsoft Office 365, Azure, and AWS cloud solutions.
- Assisted customers in deepening their understanding of Microsoft cloud services such as Office 365, Azure hosting, and Business Continuity and Disaster Recovery (BCDR).
- Collaborated with customers to present, audit, and provide transformation strategies and Proof of Concepts (PoC) based on their requirements and current situation.
- Managed projects to implement cloud solutions for enterprise customers, ensuring successful deployment and operational efficiency.
- Organized events to introduce new technologies and solutions to customers, enhancing their awareness and adoption.

VIETNAM'S PREMIER IT & SYSTEM INTEGRATION LEADER
Presale Engineer
2012 - 2016

- Provided consulting and implementation services for x86-based blade and rack servers from IBM, HP, Dell, and Cisco.
- Delivered virtualization solutions using Hyper-V, VMware, and Citrix technologies.
- Implemented storage solutions including SAN, NAS, and Unified Storage from HP, IBM, and NetApp.
- Designed and deployed backup and restore solutions using Veeam, HP, Symantec Backup, and Veritas Backup.
- Consulted on SAN topology design, capacity planning, and data synchronization strategies.
- Prepared technical documentation, conducted training sessions, and performed knowledge transfer for customers.
- Collaborated with sales teams to engage with customers, understand requirements, and propose suitable solutions.
- Worked closely with vendors such as Microsoft, HPE, IBM, VMware, and Cisco to stay updated on the latest technologies.

TRUSTED INNOVATOR IN IT INFRASTRUCTURE & SOFTWARE
Professional Service Engineer
2009 - 2012

- Designed, implemented, configured, and troubleshot infrastructure technologies including:
  - VMware vSphere and Microsoft Hyper-V
  - Microsoft services: Active Directory (AD), DNS, DHCP, Certificate Authority (CA), Failover Clustering, and Exchange Server
  - Red Hat Enterprise Linux
  - HP 3PAR, EVA, MSA storage platforms; IBM SVC and V-Series; EMC VNX/VNX2; and NetApp FAS
  - Storage Area Networks using Brocade, Cisco, and QLogic technologies
  - Backup solutions including VERITAS NetBackup, Backup Exec, IBM Spectrum Protect (TSM), HP Data Protector, and IBM/HP/Quantum Tape Libraries

- Handled complex technical troubleshooting in multi-site, multi-disciplinary environments as part of a collaborative team.
- Provisioned storage solutions across SAN, NAS, DAS, and scale-out environments.
- Reviewed system performance and capacity data to forecast trends and prevent potential issues.
- Executed authorized changes to customer environments and participated in Change Advisory Board (CAB) meetings when required.
- Conducted detailed root cause analysis to resolve critical infrastructure problems.
- Led incident management efforts for mission-critical infrastructure failures to minimize downtime.
- Participated in regular technology updates, ensuring core infrastructure systems remain secure, supported, and up to date.

CONNECT WITH US

sales@alfaconnections.com