

CURRICULUM VITAE



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EDUCATION BACKGROUND

2006 Graduated in Information Technology at Ho Chi Minh City University of Foreign Languages and Information Technology

CERTIFICATES

10/2009 CCNA (Issued by VNPro)
11/2009 MCSA (Issued by Nhat Nghe)

KEY SKILLS

Having more than 10 years experience in the technical support for end users (Over 400 users)

Senior management:

- IT services implementing.
- Technical support and installation.
- Maintain high level of customer satisfaction.

Deeply and fluently understand in deploying and using software products as below:

- MS windows family (Win 7, 10); MS Office family (Office 2007, 2010, 365)
- MS ISA server, MS Exchange server/client, File server, PABX...
- Familiar with Helpdesk system (ServiceDesk plus, CA ServiceDesk...)
- Familiar with hardware products and network products as: HP-Compaq Intel base, Hub/Switch/Router Cisco, PCs, Laptops, Printers, Scanners, Fax machine, Projectors, Video Conference...

WORKING EXPERIENCE

2006 – 2/2016: Prevention Health Center, District 5 (Full-time).

- Installing, monitoring and maintaining computer systems and networks to ensure the smooth run of computer systems and ensuring users get maximum benefits from them;
- Solving technical issues related to hardware/software and applications over the phone or in person;

- Providing supports, including procedural documentation;
- Following diagrams and written instructions to repair a fault or to set up a system;
- Testing and evaluating new technology;
- Supporting the roll-out of new applications, and working continuously on a task until completion (with third party's assistance);
- Setting up new users' accounts and profiles and dealing with password issues;
- Prioritizing and managing many open cases at one time;
- Rapidly establishing good working relationships with customers and other professionals (e.g., software developers).

2/2016 – 7/2017 (1.5 Year): Phu Hung Life Insurance

- Provide professional and stable IT services to users (Email, Internet, Telephone, PC/laptop, Printers, Projectors, Video conference, software installation...) as well as helpdesk support to ensure an effective working environment for business users.
- Perform computer/laptop software and hardware installations.
- Take care for computer hardware troubleshooting.
- Work with user at multiple levels in organization. Identify the helpdesk issue and solve it. Identify problem, track log file, and forward to right people in IT team to solve problem. Keep confidence access PC resource and follow-up help desk process.
- LAN cabling and connectivity
- AD account creation/deactivation/password reset/account unlock/ etc.
- File server administration.
- Exchange server administration.
- Camera & access door administration.
- Monitor IT inventory process, request new IT equipment's to new comers and arranges with Help desk team to do: installation, IT check list before delivery to users (new comer, transfer)
- IP PBX phone system management.
- Operate and manage ServiceDesk system.

8/2017 – 2/2018 (6 Months): Standard Chartered Bank

- Provide technical support for all Standard Chartered business products. Accountable for the implementation and ongoing verification of Security patch's (OS and Virus) within SCB locations.
- Manage vendors including onsite support engineers (OSV) who are responsible for the ongoing support of the Standard Chartered businesses to ensure a secure, stable and highly resilient environment.
- Create and present written and verbal proposals to IT and business resources to ensure all work-undertaken meets budgeted costs and Group Standards.

- Assist in new implementations or upgrades to existing systems, including project management, tracking and reporting
- Assist in the provision of business recovery sites to give the ability to conduct business transactions and monitor exposure in the event of a disaster.
- Responsible for the enforcement of global strategies and standards in all Standard Chartered locations including ensuring risk / compliance and security / build standards are followed
- Risk management control, KCS assistance, SIP initiatives and reporting, including Technical audit compliance, directly and indirectly.
- Problem and change (Scheduled change & DSSR) management – outstanding problem\change management, call logging, call trends, call reporting including high severity problem control. All Remedy related initiatives and updates. Ensuring standards are adhered to, or dispensations raised
- Work closely with ITSC, OSV and CTS to provide technical support to local users and local systems
- Local hands and feet on the ground with OSV
- Smaller locations will cover LAN, PABX and branch networks
- Security vulnerability management – MA patches, SVT outstanding issues, SAT completion, standard build usage
- Protectors of the local environment, including responsibility to ensure safe and tidy IT installations and cabling, local regulatory compliance, health and safety adherence etc

5/2018 – 11/2018: Viet Nam Prosperity Joint Stock Commercial Bank (VP Bank)

- Lead and supervise an outsource team (4-5 members) to maintain IT services (layer 1) at over 40 branches.
- Directly to support users or escalate to relevant team when the issue can't be resolved.
- Periodically taking survey about IT services from Branch's users for improving service quality and customer satisfaction.
- Monitoring, checking, maintaining file servers of all branches and at southern HO.
- Consulting, buying, repairing, replacing part all issues from IT devices (laptop, desktop, printer, scanner, Video Conference...).
- Assist to open new, relocate branches. VIP support when needed.

11/2018 – Now: Hoan My Medical Group

- Provide professional and stable IT services to users (Email, Internet, Telephone, PC/laptop, Printers, Projectors, Video conference, software installation...) as well as helpdesk support to ensure an effective working environment for business users.
- Work with user at multiple levels in organization. Identify the issue and solve it. Identify problem, track log file, and forward to right people in IT team to solve problem. Keep confidence access PC resource and follow-up Helpdesk process.
- Monitor IT inventory process, request new IT equipment's to new comers and arranges with Help desk team to do: installation, IT check list before delivery to users (new comer, transfer, resignation)
- AD account creation/deactivation/password reset/account unlock/ etc.
- Camera & access door administration.
- Build up, operate and manage Helpdesk system (base on ManageEngine ServiceDesk Plus).
- Office 365 management (over 1500 users).
- Facebook workplace management (over 5000 users).
- Monitor IT budget for purchasing and maintenance of current year, and plan new budget for next business year.
- SOP for IT Management.