

Luu, Tan

2020

Resume



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E-mail: IT.Tan.Luu@gmail.com

Place of residence: Gothenburg, SWEDEN

Citizenship: Swedish

EU Citizen: Yes

PROFILE

Reliable problem solver and communicative collaborator with a passion for IT systems administration. Quick to learn new technologies and to adjust to new environments. Has broad general knowledge of IT operations in Windows/VMware-based environments. Develops clean and functional code.

EDUCATION

University College London, London, United Kingdom

2012 - 2015

Bachelor's of Science in Computer Science - Graduated

CORE SKILLS

Key Competences

- Server administration
- Virtualization
- Programming/Scripting
- Computer networking
- Troubleshooting
- Technical documentation
- IT Support

Software & Tools

- VMware vCenter/vSphere
- System Center Configuration Manager (SCCM)
- Active Directory / Group Policy
- MSSQL Server / MySQL
- Office 365 / MS Exchange / IBM (Lotus) Notes
- VEEAM / Symantec Backup Exec
- SharePoint
- Tor / VPN
- VNC/RDP/Telnet/SSH/LogMeIn/TeamViewer
- OPManager/PRTG/Solarwinds IPMonitor
- Microsoft Virtual Machine Manager (VMM)
- Lansweeper
- ServiceDesk Plus / Request Tracker
- VIPRE Email Security / FuseMail
- Microsoft Visio

Programming Languages & Methods

- Powershell
- Bash
- C/C++
- Java
- PHP
- HTML5/CSS/JavaScript/ XML
- Android development
- SQL
- ITIL
- UML
- OSI

Systems

- Windows Server (2000-2019)
- Windows XP/7/8/8.1/10
- ESXi / Hyper-V
- Linux
- iOS
- Android
- Citrix
- TCP/IP / Cisco IOS
- PBX/VoIP/IP-telephony/Softphone/switchboard
- Synology DiskStation Manager (DSM)

- ✓ **Completed Self-study courses:** CompTIA A+, VMware VCP-DCV
- ✓ **Ongoing Self-study courses:** Red Hat Certified Systems Administrator (RHCSA), Cisco CCNA, CompTIA Server+
- ✓ **Languages:** Able to fluently read, write and speak English and Swedish. Knows moderate Vietnamese.
- ✓ **Driver License:** Have a Swedish B Driver License. No traffic citations or accidents since obtainment.

WORK EXPERIENCE

October 2019-Today

Geely

Gothenburg, Sverige

Server Operations Consultant
(Consultant via Sigma)

Systems administrator role for the ongoing construction project of Geely Innovation Centre. The campus is located in Gothenburg. The server environment consists of VMware ESXI hosts and Windows Server 2016-2019 virtual machines. In addition to conventional server administration, the main tasks are participating in the design, implementation, troubleshooting and documentation of IT-infrastructure solutions required by brand new and modern facilities that are constructed from the ground up.

Notable technologies managed:

- vmWare vSphere 6.5 & vCSA
- VEEAM Backup & Replication 10
- Dell EMC Unity XT Storage Array
- Dell PowerEdge rack servers
- License management
- Digital signage systems

February 2019-September 2019

PE Teknik & Arkitektur AB

Gothenburg, Sverige

IT-Infrastructure Technician
(Consultant via Framtiden AB)

2nd-line role (equivalent to system administrator) where the main tasks were user support, server administration, troubleshooting and to participate in IT infrastructure projects to develop the IT environment. There were 17 other employees in IT, and the number of employees in the company was about 1200. The IT environment consisted of about 230 servers spread out in about 60 offices around Sweden, but with the majority located in 2 data centers in Stockholm. Incoming cases were handled by telephone or via the ITIL web-based case management system ServiceDesk Plus.

Main tasks:

- Technical support for client computers, phones, printers, conference equipment and mobile devices via direct contact, telephone and remote control
- Participate IT infrastructure projects to develop the IT environment
- Operation/maintenance/configuration of Windows Servers (Windows Server 2012-2019)
- Create and administer virtual servers in Microsoft Virtual Machine Manager on Hyper-V hosts
- Handle error logs created from network and server equipment
- Act on cases escalated from 1st-line within agreed time limits
- Management of the email system via MS Exchange and MS Office 365, as well as spam filter via FuseMail
- Write user guides and administration guides for IT technicians
- Manage web hosting solutions
- Perform / restore / monitor backup jobs in VEEAM
- Configure and replace HP networking equipment as needed, as well as Synology NAS devices
- Manage mobile subscriptions through Telia MyBusiness
- Create settings applied to user objects and computer objects in Active Directory and Group Policy
- Acting as technical contact person for IT-related external parties (consultants, vendors, ISPs, suppliers)
- Software license management
- Manage the lifecycle of IT assets (IT Asset Management) via ServiceDesk Plus and Lansweeper

February 2017–November 2018

Alektum Group AB

Gothenburg, Sweden

IT Operations Service Desk Technician

Heavier first-line role where the main tasks were user support and server administration. Worked in an IT Operations team of 8 employees who had operational and support responsibilities for 200 servers and IT equipment belonging to approximately 600 employees, located in 16 different countries in Europe. Incoming cases were handled in both English and Swedish by telephone and via the ITIL web-based case management system ServiceDesk Plus. Business trips abroad occurred, where I have been involved in supporting and setting up new IT environments.

Main tasks:

- Technical support for client computers, phones, printers, conference equipment and mobile devices via direct contact, telephone and remote control
- Operation/maintenance/configuration of Windows Servers (Windows Server 2003–2016)
- Administer virtual servers in VMware vCenter/vSphere in ESXi hosts
- Package and roll out Windows applications and operating systems through SCCM
- Perform/restore/monitor backup jobs in VEEAM
- Create settings applied to user objects and computer objects in Active Directory and Group Policy
- Management of the email system through Microsoft Exchange and Microsoft Office 365
- Answer and act on matters within agreed time limits, including in the evening during standby duty
- Help our webmaster with minor changes on our internal and external websites
- Administration of the company's phone switchboard and private phone numbers through Alcatel Lucent PBX system
- Handle licenses for applications e.g. for Microsoft products through MS Volume Licensing Service Center

October 2015–February 2017

Isaberg Rapid AB (Esselte Group)

Hestra, Sweden

IT Operations Support Analyst

The IT department consisted of two people; me and a business support analyst colleague. Together, we daily worked closely with the Esselte Group's central IT department in Poland. My role primarily involved acting as local IT support and server administrator in Sweden, but also if necessary in Norway, Denmark and Finland. This included administration, ordering, configuration, troubleshooting and support for about 20 servers, 200 personal computers, 70 printers and 200 phones belonging to the organizations's employees in the Nordic region. Technical support was handled in English via the web-based case management system Request Tracker by Best Practical Solutions LLC. I worked as the First Line, and sometimes as Second Line support, depending on the type of case.

Main tasks:

- Technical support for client computers, phones, printers, conference equipment and mobile devices via direct contact, telephone and remote control
- Operation/maintenance/configuration of Windows Servers (Windows Server 2000–2016)
- Administer virtual servers in VMware vCenter/vSphere in ESXi hosts
- Perform/restore/monitor backup jobs in VEEAM and Symantec Backup Exec (for LTO tape backup)
- Create settings applied to user objects and computer objects in Active Directory and Group Policy
- Manage Ascom Dect IP-phones, softphones and the switchboard system and through Micloud Telepo
- Install and troubleshoot the email client IBM Notes / Lotus Notes on user computers
- Update information on the company's Intranet webpage (partially Sharepoint based)
- Acting as technical contact person for IT-related external parties (consultants, vendors, ISPs, suppliers)