

Vũ Anh Tuấn

January 01, 1982

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Objective

To obtain a potential long-term network engineering position within a diverse LAN/WAN environment where my knowledge, skills, and experience are aptly utilized and challenged to meet the needs of a company.

Profile

Possesses over 12 years of experience in the design, implementation and support of LAN/WAN networks. Highly skilled in telecommunications, interpersonal communications and team facilitation. Employs an unwavering work ethic with an insatiable desire to learn and develop professional skills. Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Creative, resourceful, very organized, and self-starter Attention to details

Skills Summary

- | | | |
|------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------|
| ♦ Project Management | ♦ Analytical thinking, planning | ♦ Good communicating and writing skills in both English and Vietnamese |
| ♦ Report Preparation | ♦ Organization & prioritization skills | |
| ♦ General Office Skills | ♦ Decision making, critical thinking, organizing & planning | |
| ♦ Professional Presentations | ♦ Excellent leadership | |
| ♦ Front-Office Operations | | |
| ♦ Migrations/Upgrades | | |

Professional Experience

Held multifaceted responsibilities to configure, install and administer network infrastructure and telecommunications systems that support 80 personnel and 8 lab rooms. Established new IT policies, which defined acceptable use of IT assets within the company. Responsible for ensuring health and efficiency of all hardware, software and network connectivity. Duties included installing,

repairing and upgrading components; training users; and administering user accounts.

- ◆ LAN hardware / software, MS Windows 2003/2008/NT4 Server, Active Directory, MS Windows XP/2008/NT/9X desktop/workstation operating systems, Backup Exec MS Office 2010/XP/2007, TCP/IP Ethernet Networking, DHCP and static IP addressing, Wireless Networking.
 - ❖ Work with and setup of Windows 2008 Active Directory.
 - ❖ Designed Active Directory forest and domain structure.
 - ❖ Configure and implement Group Policy Objects in AD.
 - ❖ Set up WAN environments with multiple switches.
 - ❖ Extensive wiring experience. Wired multiple offices.
 - ❖ Hardware Purchasing and resale.
 - ❖ Network Design and implementation.
- ◆ Install Windows 2003/2008, configure IP addresses, network printers.
- ◆ Provide users' technical support, analyze and troubleshoot problems that cause operational delays.
- ◆ Diagnose hardware and software problems, and replace defective components.
- ◆ Troubleshooting network problems and conflicts. Suggest improvements in speed of the operations and processes to make the system foolproof.
- ◆ Configuring and Managing AD, Exchange, DHCP, Anti virus, backup servers in the corporate network.
- ◆ Installing and maintaining various standard software as per user requirements.
- ◆ Maintaining network system and diverse equipments projector, camera. Computer assembling and maintenance.
- ◆ Troubleshooting hardware and software problems.
- ◆ Installing and configuring the peripherals, components and drivers
- ◆ Installing software and application to user standards
- ◆ Deep knowledge of printer and cartage refilling.
- ◆ Configuring and troubleshooting desktops, laptops and servers

Employment History _____

SAIGONTECH COLLEGE. – Quang Trung Software City, District 12, HCMC

Technical Support, 2007 to 2010

- ✓ PC-based application support, maintenance and upgrades

- ✓ Supporting hardware & software matters pertaining to users & network systems
- ✓ Setting up and installing PCs
- ✓ End user orientation
- ✓ Maintaining records and adhering with security practices
- ✓ Working on IT projects with Systems Manager
- ✓ Maintaining, analyzing, troubleshooting and supporting desktop computer systems, hardware and peripherals
- ✓ Deploying, maintaining, and configuring, workstations, laptops, printers & peripheral equipment.
- ✓ Resolving computer and network issues while ensuring system/data integrity is maintained
- ✓ Maintaining back-ups, restoring files as required and ensuring back-up media rotation stay on schedule
- ✓ Maintaining hardware warranties and keeping hardware and software inventory up to date

BYS JOINT STOCK COMPANY. – A75/6K/14 Bach Đang Street, Ward 12, Tân Bình District. – Infrastructure Employee, November 2010 to April 2014.

*Lâm Việt

Requirement Analysis
 User Manual Documentation
 Network Design
 Production Process User Guide
 Human Resource User Guide

*Phố Xinh

User Manual Documentation

*Chi Lai

User Manual Documentation
 Human Resource User Guide

*Tín Thương

Requirement Analysis
 User Manual Documentation
 Network Design
 Human Resource User Guide

*Phòng khám

Requirement Analysis
User Manual Documentation
Network Design
Human Resource User Guide

*EVN

Network analysis
User Manual Documentation
Setup and User Guide

*Hiệp Thành Plastic

Training Human Resource Processing
Setup and User Guide

ACACIA-IT VIET NAM. – 97 Điện Biên Phủ St, Ward 15, Bình Thạnh District. – Onsite Support, July 2014 to September 2015.

*BASF, NIKE, NOKIA SOLUTIONS & NETWORKS, TOWER WATSON

- ✓ PC-based application support, maintenance and upgrades
- ✓ Supporting hardware & software matters pertaining to users & network systems
- ✓ Setting up and installing PCs
- ✓ End user orientation
- ✓ Maintaining records and adhering with security practices
- ✓ Working on IT projects with Systems Manager
- ✓ Maintaining, analyzing, troubleshooting and supporting desktop computer systems, hardware and peripherals
- ✓ Deploying, maintaining, and configuring, workstations, laptops, printers & peripheral equipment.
- ✓ Resolving computer and network issues while ensuring system/data integrity is maintained
- ✓ Maintaining back-ups, restoring files as required and ensuring back-up media rotation stay on schedule
- ✓ Maintaining hardware warranties and keeping hardware and software inventory up to date

MANULIFE VIETNAM. – 75 Hoang Van Thai, Tan Phu Ward, District 7. – IT HelpDesk, Sep 2016 to present.

*IT HELPDESK

- ✓ PC-based application support, maintenance and upgrades
- ✓ Supporting hardware & software matters through ServiceNow
- ✓ Setting up and installing PCs & Laptops
- ✓ End user orientation
- ✓ Working on IT projects with NewOffice
- ✓ Maintaining, analyzing, troubleshooting and supporting desktop computer systems, hardware and peripherals
- ✓ Deploying, maintaining, and configuring, workstations, laptops, printers & peripheral equipments.
- ✓ Maintaining hardware warranties and keeping hardware and software inventory up to date
- ✓ IT Office Project

Education

Associate in Applied Science (AAS) degree at Saigontech College
2006

- ◆ Microsoft Windows 2008 Network & Operating System Essentials
- ◆ Implementing Microsoft Windows 2008 Professional and Server
- ◆ Implementing a Microsoft 2008 Network Infrastructure
- ◆ Implementing and Administering Microsoft Windows 2008 DS services
- ◆ Designing a Microsoft Windows 2008 Networking Services Infrastructure
- ◆ Designing MS Windows 2008 Directory Services Infrastructure

Attitude & Effective Communication Skills

2008

References

- Mr. Nguyễn Hữu Thanh- Administrator at Saigontech College, thanhnh@saigontech.edu.vn, Tel: 0918788170
- Mr. Vũ Khắc An- Director at BYS, an.vu@bys.vn , Tel: 0944136789
- Mr. Nhan Tấn Lộc- Team Leader, locnt@acacia-it.com , Tel:

0913866976

- Mr. Trần Ngọc Hân- IT Manager at Manulife Company,
han_tran@manulife.com, Tel: 0913745008