



# Nam Truong

## DevOps Staff

### PERSONAL SUMMARY

A highly competent and organised IT Systems Administrator/DevOps Staff with experience of software procurement, installation, administration and compatibility. Possessing a proven ability to assist with the day-to-day running(24/7) of an IT department and its business IT systems. Extensive knowledge of software development, monitoring and controlling data, security penetration testing within whitebox or blackbox guidelines to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients.

Looking for a suitable DevOps/DevSecOps Engineer position with an exciting, learning, innovative and ambitious company that offers room for progression.

### AREAS OF EXPERTISE

*Software Development  
Virtualization Technologies  
Windows/Linux(Unix) &  
Open Source  
Camera IP,VMS, IoT & AI  
Security Products  
IT Services Support*

### PROFESSIONAL

*CEH.v7(ECC35209383769)  
A+*

### PERSONAL SKILLS

*Technical mindset  
Critical analysis  
Pro-active  
Humor ☺*

### PERSONAL DETAILS

#### **Truong Nhat Nam**

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Trung My Tay Ward, Dist. 12,  
HCMC, Vietnam.  
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S: Nam.Jackie1  
E: trgnnamsys@gmail.com  
F: <https://fb.com/namtrg>  
DOB: 02/16/1980  
Status: Single  
Nationality: Vietnam.*

### WORK EXPERIENCE

#### **IT Solutions/Support Maintenance Company – DNC Technology Corporation** (September 2016 – November 2018.)

Acting as technical leader to identify and implement IT solutions to problems affecting its services. Providing 1st/2nd Line and some 3rd Line supports over the telephone, remote terminals, face-face to clients and internal staff members.

#### **Duties:**

- Installation and maintenance of all systems within a client digital environment.
- Producing documentation on operational system, user procedures and guidelines.
- Building, configuration and troubleshooting of server and desktop hardware.
- Providing advice on selection and purchase of IT equipments.
- Maintaining maximum availability of supported services for users.
- Obtaining quotes for supply of goods and services from suppliers.
- Monitoring the progress of third-party maintenance contract suppliers.
- Ensuring that support calls are logged and handled effectively and efficiently.
- Responsible for disaster recovery, closing security loopholes and access levels.
- Ensure adequate antivirus protection and solutions are maintained and updated.
- Identify and recommending improvements for E-mail, Web-pages applications.
- Developing Apps, Databases for Cloud Environment.

### KEY SKILLS AND COMPETENCIES

- Knowledge of cloud computing (AWS/GCP/Azure), Microservices.
- Deep understanding of the Linux(Unix)/Windows operating systems, TCP/IP.
- Good understanding of Hardware Technology: Intel, Cisco, HPE, Fujitsu, Qnap.
- Debug, solve of configuration, performance and reliability problems quickly.
- Knowledge and understanding of backup technologies, disaster recovery methods.
- Ability of scripting and/or any Programming language as Bash, PowerShell, Perl, Python, Ruby, PHP, C/C++/C#, Java, Go, SQL.to developing skills to automatable everything tasks.

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## ACADEMIC QUALIFICATIONS and CERTIFICATIONS

- + Studied Technical Hardware and Software Computer at VSISComm (2001).
- + Studied Economics at University of Economics, HCMC, Vietnam (1998-2002\_Dropout).
- + Studied Ethical Hacker Certification at EC-Council (USA) 2013.

**OTHER REFERENCES** – Available on request.