

Nguyen Hoang Thuan

IT Infrastructure Support

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About me

IT Infrastructure professional with hands-on internship experience installing, configuring, and troubleshooting Windows, Ubuntu, and macOS systems, alongside deploying and supporting enterprise network and server infrastructure. Known for a structured, detail-oriented approach and clear communication with both technical teams and non-technical users. Seeking an IT Support / Network Infrastructure position to contribute to stable daily operations.

Skills & Technologies

- **Networking & Wireless:** TCP/IP, VLAN, NAT/PPPoE, Client-to-Site VPN, basic firewall rules, SSID/VLAN mapping; MikroTik (RouterOS), HPE Aruba (Virtual Controller), Cisco IOS, Fortinet; Wi-Fi coverage planning (Ekahau AI Pro).
- **Servers & Identity:** Windows Server, Active Directory (users/OU, Group Policy), DNS, DHCP, file sharing/permissions, print server; Microsoft 365 (account and email setup); Synology NAS backup.
- **End-User Support:** Windows 10/11, macOS (bootable USB installer, Terminal install, OS downgrade), Ubuntu; laptop/PC hardware troubleshooting; remote support (UltraViewer, TeamViewer, AnyDesk); Ventoy multi-boot recovery.
- **Infrastructure:** HPE ProLiant (RAID, rack-mount), structured cabling, cable termination and crimping, fiber/SFP transceivers.
- **Monitoring & Tools:** PRTG, draw.io, Jira, MobaXterm, Microsoft Office, Git; Ping/traceroute diagnostics; labs (PNetLab, EVE-NG, VMware); network diagrams and client handover reports.

Experience

Qi Technologies Corporation, Network Infrastructure Intern Apr 2026 – Oct 2026

- Deployed and configured network infrastructure for enterprise clients, including switches, access points, and firewalls (MikroTik, HPE Aruba, Cisco IOS, Fortinet).
- Rack-mounted and configured HPE ProLiant servers (RAID setup, Windows Server installation/activation) and set up server monitoring using PRTG.
- Authored technical documentation and handover reports, including network diagrams (draw.io), for client deployments.

Thang Long Joint Operating Company, IT Support Outsource Jul 2026 – Sep 2026

- Provided daily on-site IT support for end users, resolving hardware, software, and connectivity issues.
- Set up end-user devices and configured data backup ahead of the server room relocation, with zero data loss.

Projects

Server Room Relocation – Thang Long JOC Jul – Aug 2026

- Assisted in decommissioning, packing, transporting, and remounting rack cabinets and network/server equipment within a single 24-hour window (8AM – 8AM).
- Reconnected cabling and re-mounted devices at the new location per pre-surveyed layout, restoring full operations with minimal downtime.

Enterprise WiFi & LAN Deployment – A&C BakerTilly Jun 2026

- Configured an Aruba 1930 switch via the HPE Instant On cloud portal and deployed 6 Aruba AP-505 (Wi-Fi 6) access points managed through Aruba Virtual Controller.
- Simulated and validated wireless coverage in Ekahau AI Pro from the building floor plan before installation, then tested connectivity, SSID configuration, and coverage on site.
- Authored the technical handover report (network diagrams, IP/cabling layout, configuration) for client sign-off.

PRTG Network Monitoring Lab – Personal Project

Nov 2025

- Built a virtual monitoring lab with PRTG Core Server and Windows VMs.
- Enabled SNMP/WMI data collection and added key sensors (Ping, CPU Load, Disk Free, SNMP Traffic) to monitor uptime, performance, and bandwidth usage.
- Configured thresholds and email notifications; validated alerting with failure scenarios (link down, CPU spike, low disk space, high traffic).

Education

Ho Chi Minh City Open University, BS in Information Technology – Networking
Specialization

Oct 2022 – Oct 2026

Certifications

- Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate — Oracle (Jun 2026)
- Understanding AI and LLMs as a Network Engineer (AI4NE) — Cisco Networking Academy (Jun 2026)
- Introduction to Network Simulations with Cisco Modeling Labs (CMLLAB) — Cisco Networking Academy (Jun 2026)
- Networking Devices and Initial Configuration — Cisco (May 2026)

Languages

- Vietnamese: Native
- English: Intermediate (B1), able to read technical documentation.