



## TAM QUAN THANH

Finding jobs in an organization that permit me to use my skills and abilities on design network / system security and infrastructure.  
Non-stop widen my knowledge, experience about new technology, network, system and security.

### Personal Information

First Name:	Tam	Marital:	Marriage
Last Name:	Quan Thanh	Address:	21/16 Street 42, Binh Trung Dong Ward, Thu Duc City, Ho Chi Minh City.
Gender:	Male	Phone, Zalo:	0907 758 583
Date of Birth:	August 17 <sup>th</sup> , 1985	Email, Skype:	quanthanhtam@gmail.com
Nationality:	Vietnam		

### Working Experience

*Jan.2023 – Present*  
**Forvia Hella Vietnam**  
09TDT tower, 09-11  
Ton Duc Thang Street,  
District 1, Ho Chi Minh  
City, Viet Nam.

#### IT Applications Infrastructure Management

*- to be continued:*

*Jun.2020 – Dec.2022*  
**ORC Coffee Passion  
Group Joint Stock  
Company (Café  
Amazon Vietnam)**  
163 Phan Dang Luu  
Street, Ward 1, Phu  
Nhuan District, Ho Chi  
Minh City, Viet Nam.

#### IT System Administrator

*- Management for opening new store:*

- + Control cost for IT Equipment
- + Work closely with vendors for choosing IT Equipment
- + Control the timeline for implementation equipment, local network and internet at new store

+ Config network device base on security rule and business needed

*- POS System Management*

- + Setting the POS client and Application Server base on business needed
- + Support store end user and connect vendor to solve the problem
- + Work closely with Marketing and Operation to setup new promotion campaign on POS system.
- + Work with third-party to connect the E-Wallet, Bank EDC, E-Invoice to POS system.

*- ERP Project Management*

+ Work with vendor for control the timeline, setting, UAT, Acceptance, ... for ERP functions: Finance, PO, Store, HRM

*- O365 Operator*

+ Manage O365 E3 package with most application from Microsoft: Teams, One Drive, MS Office, Share Point, MS Power App, MS Flow, ...

*- Management OpenStack VMs*

+ Build up and manage all systems on Cloud with OpenStack Platform. All servers are running with Windows Server License

*- SDWAN Administrator*

+ Create and manage Network Hub to ensure all Store's network can connect back to one point

- + Monitor bandwidth and internet usage of Stores and Office
- + Connect ERP system, POS system into SDWAN

*Jan.2016 – Jun.2020*

**Proserveit**

625 Nguyen Trai Street,  
District 5, Ho Chi Minh

**IT Network and Services Operation**

- Handling, implement whole network and infrastructure, ready them for disaster
- Monitoring, resolving, maintenance and escalate the issues. Sending onsite requests to onsite team if need.
- Pro using monitors and tickets system from Kaseya and Connect Wise: Kaseya Network Operation Kaseya Network Manager, Kee Pass Server, ITGLue, Connect Wise, Kaseya Traverse ...
- Have experience work/call/email with huge suppliers in the world: Cisco, Linksys, Dell, SonicWall, Aruba, HP, 3COM, Ruckus, Buffalo, APC , ...
- Control, manage the devices warranty, notify team for checking and ready devices firmware upgrading.
- Recording issues and solution for ensuring they do not happen again

*Feb.2014 – Dec.2015*

**Maritime Bank**

180-192 Nguyen Cong  
Tru Street, District 1,  
Ho Chi Minh

**IT Network and Services Management**

- Manage, control whole network system from Quang Nam province to Ca Mau province with over 40 branches, 1500 clients, included core network in Ho Chi Minh head office.
- Monitoring, configuring, implementing a network system with almost devices come from Cisco, little Juniper, and Bluecoat.
- Monitoring, configuring, managing ATM booth status. Cooperating with ISP and supplier for troubleshooting the issues.
- Hard experience working with network, system foresee tool like Solar Winds, Manage Engine, IT Services Desk, Operation Manager, Net Flow.
- Working with Core Banking Software: Swift Editor, BDS System, Western Union, Data Ware House.
- Trainer for new staff. Cover helpdesk team with 8 people
- Have strong experience working with contractors / suppliers in Vietnam market.
- Foresee disaster and purchase for IT environment.
- Directly working with IT manager and transfer idea back to whole team.
- Cooperate with software team for install and run out new useful software.

*Jan.2011 – Sep.2013*

**Fujitsu General  
Limited Co., Ltd**

137/7 Nguyen Van Troi  
Street, Tan Binh  
District, Ho Chi Minh

**IT Network and system management**

- Build and manage server on Window Server 2003 platform with services: AD, DNS, FTP.
- Installation, configuration network devices such as: Linksys access point, Zyxell optical fiber modem, HP switch, Buffalo access point.
- Maintain, protect Access Point and wireless network.
- Support and prepare software applications follow user needed. And resolve requirement from end-users
- Advise on developments and implements efficient and cost solutions.
- Maintain and repair small issue of printer, copier, scanner, and fax.
- Defined, and propose purchase for IT system.
- Control and cover 1 support guy

**Education & Certificates**

*Oct.2015*

**VNpro Network  
Center**

- VNPro CCNA Routing & Switching Certificate
- VNPro CCNP Routing / Switching / Troubleshooting Certificates
- CCNA Certificate from Cisco

*Dec.2010*  
**Ton Duc Thang  
University**

- Bachelors of Information Technology Certificate

*Apr.2009*  
**Athena Network  
Center**

- Athena Microsoft System Certificate  
- MCSA Certificate from Microsoft

## Skills

### Communication

- Directly conversation with customer / oversea supplier via phone call / remote session  
- Working with daily/weekly/monthly report for manager.

### Adaptability in workplace

- Be able to working in high pressure environment and require continuous leaning and growing up.  
- Do not be afraid working overtime as jobs requirement

### Working independently and group

- Consistent and developed team skills, establish close relationship at work and sport.  
- Always listening, as well as ready to fix my own faults.

## Hobbies



Travel



Food



Books



Music



Movies



Games

## References

**Mrs. Nguyen Thi  
Thanh Lan**

*HR manager at Perfect  
Companion Vietnam*

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**Mr. Dang Van Bang**

*Maritime Bank IT  
Director of Southern*

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**Mr. Tran Khai Hoa**

*Co-founder of Chuyen  
Dong So*

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