THANH MAI
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Active Public Trust

Summary

- Working for GovCIO with regoninal manager on assignments for all IT service at USCIS Headquarter Office.
- Providing on-call support by identifying, researching and resolving technical problems received via the ServiceNow ticketing system.

EDUCATION

- Bachelor of Science, Computer Management/Information Science, University of Maryland University College in 2001
- Associate Degree, Microcomputer Usage, Northern Virginia Community College, VA
- HPELearner Online: Implementing Aruba Mobility February, 2021
- HPELearner Online: Implementing Aruba OS CX Switching August, 2021
- HPELearner Online: Designing Aruba Solutions April, 2023

TECHNICAL SKILLS

- Network Devices: Juniper SRX210, Juniper SRX220, Juniper SRX345, Cisco Router 1921/K9, Cisco Router 2901, Cisco Switch 3750, 2960, 3650, 3850, 9200, and 9300. Aruba switch CX6300M, Aruba Wireless Controllers 7000 series, 7200 series, Aruba Access Point 225, Aruba Access Point 335, and Aruba Access Point 535. Opengear 7200 series.
- Operating Systems: Windows 95/98, Windows XP, Windows 7 Pro, Windows 8, Windows 10 Pro, Windows 11, Mac OS 10.6 Snow Leopard, Mac OS 10.7 Lion, Mac OS 10.8 Mountain Lion, Mac OS Sierra, and MAC OS Mojave.
- Workstation Hardware: Dell, HP, Gateway, Lenovo, Asus, Acer, Microsoft Surface Pro, iMac, Mac Pro, MacBook, and MacBook Pro.
- Hardware: Dell PowerEdge 1650 to 2970, R210, R310, R410, R710, R715, R720, T340, T430, T440, T640, R860 with all RAID levels. Remote and manage server from iDrac. Gateway Servers, HP Servers.
- Hardware Break/Fix Engineer: Diagnosing servers when hardware failed such as motherboard, hard drives, memory, NIC cards, raid array card and update firmware to fix error issues. Replace failed server hardware components.
- Router Hardware/Firewall: SonicWALL NSA 3500, WatchGuard Firewall XTM 520 Series, Series 2, Series 3, WatchGuard M200, M300 Series, and WatchGuard Access Point AP200. Cisco ASA 5510, and Cisco Router RV180 Multifunction VPN Firewall, Barracuda Network Spam & Virus Firewall 300 Series, and Barracuda Network Web Filter 310 Series.
- Copier and Printer Hardware: HP printer, Dell printer, Brother printer MFC all-in-one, Equitrac, Ricoh copier model C5501, C5502, C5503. Lexmark printer and copier, Xerox ColorCube printer and copier, Konica copier.
- Network Tools: Wireshark, SecureCRT, and Putty. Networking: LAN, WAN, Cat5, Cat5e, Cat6, Cat7, and Cat8 Cabling.
- Networks and Servers: SMTP, TCP/IP, DHCP, VPN Server, VPN Client Access, FTP Server, File Server, DFS Server, Active Directory, Server Room, Wi-Fi, DNS, WSUS, and Domain Controller.
- Virtualization: Microsoft Hyper-V Windows Server 2008R2, Windows Server 2012, Windows Server 2012R2, Windows Server 2016, Windows Server 2019, vCenter VMware 6.5, vSphere, VMWare virtual server, VMware Workstation 9 Pro, VMware Workstation 14 Pro, and VMware Workstation 15 Pro.
- NAS Storage: Synology NAS Network Storage Systems, Buffalo NAS Storage, NetGear NAS Storage. Backup and Restore Altaro Virtual backup Hyper-V, SyncbackPro, Symantec Exec, ArcServe, and Windows Server backup and restore.
- Web Server Applications: IIS 7.0, IIS 7.5, IIS 8.0., Telephone Technology/VoIP
- Phones: PBX phone system, 3 Com VoIP, Star2Star VoIP, Vonage VoIP, Cisco Jabber, and Cisco IP Communicator
- Ticket System: Remedy Ticket System, CRM Ticket System, and Snow Ticket System, JIRA Ticket System, JAZZ Ticket System, and eMASS Ticket Systems.
- Network Architecture: Windows 2000 Server, Windows 2003 Server, Windows 2008 server, Windows 2008 R2

server, Windows 2008 R2 Hyper-V virtual server, Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019, Windows Multipoint Server Premium 2011, Windows Multipoint Server Premium 2012, MS Exchange Server 5.5, MS Exchange 2000, MS Exchange 2007, MS Exchange 2010, Exchange 2013 Standard, Exchange 2019 Standard and SharePoint 2013 Enterprise. Ubuntu 16.10, Ubuntu 18.04, Ubuntu 19.10, Solaris Unix, Linux, Cent OS, and Red Hat.

EXPERIENCE

USCIS Headquarter, Camp Springs, MD   **1/2024 to Present**
Senior IT Field Engineer/System Administrator
- Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems.
- Recommends systems modifications to reduce user problems.
- Reimages laptops for new Windows 11
- Reimages infected users' laptop that requested from SOC Team.
- Performs routine system maintenance and analysis functions, including hardware configurations and adding, removing and replacing equipment components.
- Provides remote support services for telework/home users.
- Break/Fix replace parts such as memories, SSD Drives, motherboard for all servers, workstations, laptops
- Helps ensure user applications work over VPN and/or Citrix.
- Clean up and remove inactive computers in Active Directory.
- Manages user relocation requests.
- Ensure devices are properly encrypted.
- Set up users on Active Directory with Group Policy.
- Maintained DHCP server; set up reservation IP for new devices such as copiers and printers.
- Maintained print server, created new shared printers, and modified shared printers with naming convention required.
- Works on local On-Site Cabling.
- Provides on-site support for enterprise groups such as the network and security operation centers.
- Restarts network equipment, including switches and routers as directed by enterprise networking.
- Replaces defective network equipment.
- Supports users with wireless services and assists users with mobile communication devices.
- Provides tier 2 support, including but not limited to hardware troubleshooting, OS reinstall, and assisting with device swapping.
- Works on asset inventory support and assists with physical inventory as needed.
- Works on disposal preparation support and process computer equipment for disposal.
- Ensure disposal policies are properly employed and ensures all devices are are fully wiped of information before leaving the facility.
- Support Video Conferencing and Audio/Video O&M.
- Troubleshoots system problems and repairs.
- Works with support staff for remote troubleshooting and repairs.
- Assists in setting up presentation devices and video conferencing units.
- Supports pre/post application releases, gather analyze, and report end-user support trends.

Accenture Federal Services, Arlington, VA   **03/2021 to 1/2024**
Network Engineer/Network Architecture Specialist
- Using Gluware for system admin review, device manager, network discovery, and device onboarding.
- Working and coordinating with AFS security team for setting up security cameras within the new network of upcoming building sites.
- Work with cable vendors for all fiber cable drops, copper cable drops and ensuring all connectors terminated are good and pass the test.
- Work with cable vendors to ensure all copper extensions and patch panels are secure and certified.
- Maintain and update KeePass for all the network gear device passwords.
- Assign passwords for network devices such as Cisco switches, Aruba Mobility Conductor Pre-Shared Key, Aruba switches, OSPF, SNMP AES 128 encryption key, and SNMP SHA password, Radius, Tacacs+, VTP password, Opengear, VPN Tunnels MAP ID, Wireless Controller, SecureCrt, and Security NTP.

- Create reservation IPs, for switches, printers, and security cameras using IPAM and DHCP servers.
- Manage Airwave Management Flatform for adding and removing AP devices.
- Set up scan to email for all printers at the site deployment.
- Update network devices at new site deployment into SolarWinds.
- Update firmware of the network devices into Gluware.
- Update Visio network design, update spreadsheet of site deployment, and site deployment workbook.
- Map network ports from old network patch panels to the new patch panel for existing network refresh.
- Create and build a new network site with the IT facilities team.
- Stage all network gear for new network sites.
- Pre-config and configure all network gear for a new site such as Juniper firewall, Cisco router, Cisco switches, Aruba wireless switches, Aruba network controllers, and Opengear.
- Prevised all Aruba Access Point models such AP-535, AP-435, AP-335, and AP-225.
- Travel and deploy new network sites.
- Rack up all network equipment and interconnect network devices for staging at new sites.
- Test all connectivity of the new site before handing over to the Network Operation Team.
- Working with cable vendors for cable drop such as Cat6 cables, Cat6a cable, and fiber cables.
- Update and process all network gear equipment into ServiceNow.
- Manage teammates for scheduling new building sites.
- Replace new network gear for existing site network refresh.
- Work in Ashburn Data Center to replace network hardware and server hardware.
- Work on network cabling with cable vendor for large offices and Data Center with Fiber cable runs, Cat5e, Cat6, Cat6a, and Cat7.
- Stand by for on call in the event of power outages or network equipment fails from DC, MD, VA sites.

ACT Digital Consulting, Houston TX   **11/2020 to 03/2021**
Network Engineer
- Worked closely with a project manager and IT facility team lead.
- Worked on ServiceNow tickets for requests and completion.
- Built a new network site with an IT facility team lead.
- Worked on site survey floor plan with IT facility team lead.
- Worked on organizing and moving network devices from decommissioned sites to the headquarters storage room.
- Worked on network devices such as Opengear, Juniper Firewall, Cisco Router, Cisco Switch, HPE Aruba Controller, HPE Aruba AccessPoint.
- Worked on room panel devices in Clearpass Endpoint Repository.
- Managed IPAM DHCP server for Network IP Blocks.

Raventek, Herndon, VA   **03/2020–10/2020**
PPSM Engineer/Cyber Analyst
- Worked with JCOIC PM and Interface PM for port opening requests for (VA) Veterant Affiar servers and Firewalls.
- Supported the Department of Veteran Affairs (VA) Electronic Health Record Modernization (EHRM).
- Communicated and coordinated with applications/system owners, firewall engineers, and operation personnel.
- Evaluated if proposed changes will have an IT or IS impact.
- Worked on submitting tickets on ServiceNow (Snow ticket system) for connectivity tested relating to PPSM requests.
- Tracked PPSM requests for opening and updating JIRA tickets for testing with Pre-Prod and Prod servers.
- Tracked and facilitated the JCOIC with regards to port being open/close for the Change Control Board (CCB).
- Facilitated test events with stakeholders and appropriate operational personnel.
- Worked with the PPS lead to report and provide metrics concerning all aspects of connectivity across the EHRM.
- Worked on VA OEHRM connectivity worksheet to fill out all the VA NAT IP that is required for PPSM testing.
- Engaged the teams who are conducting deployment activities and be able to support site specifics.
- Deployed and analyzed engineering assessments to include compliance with cybersecurity requirements.

- Worked on CS2 Project for all firewall interfaces with JCOIC team and supporting other teams on CS2 project with PPSM.
- Reviewed ICD-C diagram with JCOIC team and provided suggestion if needed.
- Scheduled interface connectivity review for Pre-Prod and Prod servers.
- Scheduled interface connectivity tests and conduct connectivity tests for both Pre-Prod and Prod servers.
- Scheduled and conducted troubleshooting when connectivity fails to connect.

Kastle Systems, Falls Church, VA   **03/2018 – 03/2020**
System Administrator/Hardware Break
- Worked with IT Director, and IT Team Lead and took assignments from IT Director and Team Lead on new projects, such as setting up Hyper-V servers and VMware servers to replace old VM servers.
- Worked on upgrading SQL server from SQL 2008, SQL 2008 R2, and SQL 2012 R2 to SQL 2016 with team lead.
- Worked on diagnosing servers when hardware failed such as motherboard, hard drives, memories, NIC cards, raid array card and updated firmware to fix the error issues. Replace failed server hardware components.
- Maintained Active Directory and Group Policy; updated user accounts, name changes, created new users, disabled expired users.
- Maintained DHCP Server, Print Server, DFS server, MDT Deployment server, and WSUS server.
- Maintained all Sonic Walls routers that connected from site office over hardware to hardware VPN connection.
- Maintained Office 365 Exchange server and created new user mailboxes and used Azure AD Sync with Kastle Active Directory.
- Worked on configuring and troubleshooting user issues such as software errors, Wi-Fi connection errors, Adobe software update errors, and Microsoft Office 365 errors.
- Worked on weekly on-call rotation with a team of three IT members in the IT department. Responsible for all work during on-call weeks 24/7.
- Maintained in-house Data Center with more than 200 servers with physical servers and VM servers from both VMware and Hyper-V.
- Maintained multiple-tenant networks affiliated with Kastle headquarters and monitor servers using iDrac remote access when the servers got hung or went offline because of the power outage.
- Worked on supporting users remotely using RDP (Remote Desktop) and VNC for local connection, Skype for Business, Microsoft Teams, and Zoom.
- Worked with the Software Development team for production changes when new versions of software is released (SQL database update and IIS servers).
- Used WhatsUp Gold to monitor servers, networks, and routers.
- Worked on WSUS server for Microsoft monthly, updated on every second Tuesday of the month, and applied group policy to force updates on client computers by Sunday.
- Worked on CRM for the ticket system, created new tickets from new issues requested by users.
- Worked on configuring and setting up new Dell servers and new printers.
- Worked on supporting remote users on VPN connection with Pulse Secure VPN connection.
- Worked on supporting users from site locations such as Houston, Los Angeles, Chicago, New York, Philadelphia, and Sydney, Australia.

Anadarko Industries, Houston, TX   **10/2016 – 02/2018**
IT Specialist, Tier III
- Worked with IT Specialist Team Lead and took assignments from Team Lead for all escalation issues that could not be resolved by Tier II and Tier III team members.
- Worked on diagnosing servers when hardware failed such as motherboard, hard drives, memories, NIC cards, raid array card and updated firmware to fix the error issues. Replace failed server hardware components.
- Set up users on Active Directory with Group Policy.
- Maintained DHCP server; set up reservation IP for new devices such as copiers and printers.
- Maintained print server, created new shared printers, and modified shared printers with naming convention

required.
- Maintained DFS servers and provided users access to DFS share servers with Group Policy.
- Set up new copiers, including Equitrac, Ricoh, Xerox ColorCube, Lexmark, and Konica with email scanning.
- Installed and updated users' computers for vulnerability security update.
- Ran SCCM report of all computers updated in Active Directory.
- Created new computer names with naming convention for IT Resource Department using OSD reimage and deployment.
- Assisted on rejoining users' computers back on Active Directory when it drops from USDA domain.
- Remotely connected into users' computers via Skype and Remote Launcher Assistant to resolve problems.
- Remotely connected into users' computers using GoToMeeting and LogMeIn for users without VPN access to USDA network.
- Set up shared, distribution, and fax mailboxes as requested by users.
- Worked on installing and setting IP communication phone and Cisco Jabber phone.
- Assisted and supported users on other issues; guided users to the right team to solve their problems.
- Restored files from Commvault backup server when requested by users.
- Supported all USDA users from the Washington DC Region, including the Office of Secretary of USDA.
- Set up Juno Pulse VPN for users to access the USDA office when teleworking.
- Set up and supported users that use Citrix for remote access.
- Ran Harvester software for Litigation Hold for backup data of out-of-office users.
- Worked on all client devices such as Windows 7, Windows 8, Windows 10, Tablets, and latest Mac OS.
- Used Proofpoint to restore lost users' emails.
- Created users PST for email backup, and restored PST Outlook email when requested by users.
- Worked on requesting a network drop for new office locations.
- Diagnosed and resolved network connection issues such as network drop or DNS not resolved on client computers and laptops.
- Created guest Wi-Fi account when requested by guest users and maintained guest Wi-Fi account if requested for extended time access.

Robert Half Technology, Washington, DC   03/2016 – 10/2016
Network/System Engineer
- Worked with and took assignments from the Brand Manager for job orders.
- Independently completed work orders.
- Main responsibilities:
- Worked on setting up servers: Exchange Server 2010 and 2013; Windows Server 2008R2 Windows Server 2012R2; Active Directory server; Hyper-V virtual servers; VMware virtual servers; SQL servers; DNS servers; IIS web servers; VPN Routing servers; SMTP servers; DHCP servers; DFS Servers, Deployment Servers.
- Worked on setting up and creating VM servers remotely from the data center on vCenter and vSphere over the cloud.
- Implemented new network infrastructures.
- Set up Cisco Router ASA 5510 and Watchguard Router XTM series 5.
- Set up workstations with Windows 7 Pro, Windows 8 Pro, Windows 10 Pro, MacBook, MacBook Pro, Office Suite Professional 2010, Office Suite Professional 2013, Office Suite Professional 2016, Office Suite Professional 2019, and Office 365.
- Ran all office Cat5, Cat5e, and Cat6 cabling.
- Troubleshot, diagnosed, and resolved network and server issues.
- Trained and supported new employees on the IT Team.

National Association for Music Education (NAfME), Reston, VA   2010 – 2016
Network/Systems Administrator
- Worked with the Chief Technology Officer to plan and implement company wide network infrastructure.
- Oversaw organizational network security and provided problem-solving direction to staff in Chief Technology Officer's absence.
- Rebuilt and reinstalled network infrastructures of NAfME organization in 2012.
- Installed all new hardware for servers and software for networks.
- Designed, installed, and maintained Active Directory server and DNS server.

- Installed and maintained Exchange 2010 server and DHCP server.
- Installed, configured, and maintained network servers and equipment.
- Installed and set up new Hyper-V servers for NAfME organization as requested by CEO and CTO.
- Installed and set up VMWare servers for lab test and maintained UNIX Solaris 10 server
- Installed and set up SQL server 2008, 2012, and 2014 Standard.
- Migrated and upgraded Windows server 2003R2 to Windows server 2008R2 and migrated Exchange 2007 to Exchange 2010
- Managed user accounts, access permission, email, and anti-spam utility.
- Configured, modified, and set up rules for WatchGuard Firebox Router XTM Series 5.
- Configured, modified, and set up rules for Cisco Router RV180 Multifunction VPN Firewall.
- Created and maintained VPN connection for users.
- Managed all system backup/restore functions. Managed and maintained CRM 2011 and SQL database.
- Documented network problems/resolutions for future reference.

National Association for Music Education (NAfME), Reston, VA   1997 – 2010
Network Administrator
- Planned and implemented nationwide network systems for NAfME headquarters and field offices. Researched, evaluated, and selected new products and software releases to keep company systems updated. Conducted systems analysis on company's networks, servers, and workstations. Recommend upgrades as required. Conducted a full range of testing and analysis of the compatibility of new and old components, configurations, functionality, and expandability. Worked closely with staff to examine technical problems and recommend appropriate solutions. Reviewed/audited all work by network administrator assistants, and resolved especially challenging problems.
- Additional responsibilities:
- Trained technical and nontechnical staff on new systems and a variety of PC applications.
- Analyzed and assessed software/hardware problems and resolved compatibility issues; recommended hardware, software, and office integration; determined use to make relevant recommendations for upgrading/networking.
- Installed, tested, and maintained computer network, hardware, and software in a comprehensive and cost-effective manner.
- Configured and supported Windows NT Server 4.0, Windows 95/98, and Internet Information Server.
- Designed and developed website, and uploaded database into organization's home page.
- Ensured security of the systems; kept all automation systems virus-free.
- Ran monthly reports. Conducted database downloads /system backups.

Systems Administrator, contractor/part-time, Lumen Solutions, Sterling, VA 2019–Present.

- Built new network infrastructure for Lumen Solutions office. Installed and set up new Active Directory server, setup VPN server. Managed and maintained Active Directory server, Hyper-V VM servers, backup all data from File Server and VM servers. Setup Access Point for WIFI access to both internal users and guest users on separate network. Set up SonicWALL NSA 3500 for port forwarding for VPN Access and RDP (Remote Access).
- Setting up and build new network office for clients.
- Setting new Dell server for clients.
- Documents and write Job Aids for users for accessing new systems.
- Running Cat5e, Cat6, and Cat6a when building new network for clients.
- Take assignment from CEO for the work order of the client sites.