

THANH MAI
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Active Public Trust

Summary

- Working on assisting IT facility team lead with new sites and building new network sites.
- Traveling to multiple sites to build new network sites and take down network devices.

EDUCATION

- Bachelor of Science, Computer Management/Information Science, University of Maryland University College, Adelphi, MD, 2001.
- Associate Degree, Microcomputer Usage, Northern Virginia Community College, Annandale, VA, 2000.
- HPELearner Online: Implementing Aruba Mobility February, 2021.
- HPELearner Online: Implementing Aruba OS CX Switching August, 2021.
- Learning Tree, Reston, VA, 2013.

TECHNICAL SKILLS

- Network Devices: Juniper SRX210, Juniper SRX220, Juniper SRX240, Juniper SRX345, Cisco Router 1921/K9, Cisco Router 2901, Cisco Router 4431, Cisco Router 4451, Cisco Router 4461, 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, 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 with all RAID levels.
- Hardware Break/Fix Engineer: Diagnosing servers when hardware failed such as motherboard, hard drives, memories, NIC cards, raid array card and update firmware to fix the error issues. If the hardware still failed then replace the correct hardware for the server.
- 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, Wifi, 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

ACT Digital Consulting, Houston TX 11/2020 to Present Network Engineer

- Work closely with project manager and IT facility team lead.
- Work on ServiceNow tickets for requests and completion.
- Build new network site with IT facility team lead.
- Work on site survey floor plan with IT facility team lead.
- Work on organizing and moving network devices from decommission sites to the headquarters storage room.
- Work on network devices such as OpenGear, Juniper Firewall, Cisco Router, Cisco Switch, HPE Aruba Controller, HPE Aruba AccessPoint.
- Work on room panel devices in Clearpass Endpoint Repository.
- Manage IPAM DHCP server for Network IP Blocks.

Veteran Affairs, Rosslyn, VA, 3/2020–10/2020 PPSM Engineer/Cyber Analyst

- Worked with JCOIC PM and Interface PM for port opening requests for VA 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 proposed changes will have an IT or IS impact.
- Worked on submitting tickets on ServiceNow (Snow ticket system) for connectivity tested relating to PPSM request.
- Tracked PPSM requests for opening and updating JIRA ticket 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 metric 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 specific.
- 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, 3/2018–3/2020

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 setup Hyper-V servers and VMware servers to replace old VM servers.
- Worked on upgrade SQL server from SQL 2008, SQL 2008 R2, and SQL 2012 R2 to SQL 2016 with Team Lead recently.
- 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. If the hardware still failed then replaced the correct hardware for the servers.
- 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 mailbox and used Azure AD Sync with Kastle Active Directory.
- Worked on configuring and troubleshooting user issues such as software errors, WIFI connection errors, Adobe software update errors, and Microsoft Office 365 errors.
- Worked on weekly on-call rotation with team of three IT 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 off line 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 Software Development team for production changes when new version 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 update on client computers by Sunday.
- Worked on CRM for 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, 10/2016–2/2018
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 update firmware to fix the error issues. If the hardware still failed then replace the correct hardware for the servers.
- 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, create new shared printers, and modify 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 e-mail 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.
- Remoted into users' computers via Skype and Remote Launcher Assistant to resolve problems.
- Remoted 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 Washington DC Region, including 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' e-mails.
- Created users PST for e-mail backup, and restored PST Outlook e-mail when requested by users.
- Worked on requesting for 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 WIFI account when requested by guest users and maintained guest WIFI

account if requested for extended time access.

Network/System Engineer, Robert Half Technology, Washington, DC 03/2016–10/2016

- 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 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.
- Troubleshoot, diagnosed, and resolved network and server issues.
- Trained and supported new employees on IT Team.

Network/Systems Administrator, National Association for Music Education (NAfME), Reston, VA 2010–2016

- Worked with Chief Technology Officer to plan and implement companywide 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, e-mail, 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.

Network Administrator, National Association for Music Education (NAfME), Reston, VA 1997–2010

- 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 resolve 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.

Network Engineer (Consultant), part-time, Technogen, Inc., Chantilly, VA 2012–Present.

Built new network infrastructure for Technogen office. Managed and maintained network structure, Active Directory server, file server, DHCP server, VPN server, virtual server, and backup server. Supported 10 users in the office and the remote users in India. Maintained WatchGuard Firebox M200 and set up all port forwarding rules for Remote Access, VPN access, and all Development server ports. Monitor, maintain, and backup Technogen office data remotely.

Network/Server Support, part-time, eKuber, Great Falls, VA 2013–Present.

Built new network infrastructure for eKuber office. Installed and set up new Active Directory server, setup VPN server, and setup Hyper-V servers. Managed and maintained Active Directory server, support users and back up data for all eKuber servers locally and remotely. Set up WatchGuard XTM Series 5 for port forwarding and for VPN Access and RDP (Remote Access). Monitor, maintain, and backup eKuber office data remotely.

Network/Server Support, part-time, Skyline Dental Art, Harrisonburg, VA 2019–Present.

Built new network infrastructure for Skyline Dental Art office. Installed and set up new Active Directory server, Built EzDent-i database server for all client computers to access to the database. Connected Ez3D-i Image server to Ezdent-i Database. Setup VPN server. Managed and maintained Active Directory server, Hyper-V VM servers, backed up all data from Ezdent-i Database server, Ez3D-i Image Server, File Server and VM servers. Setup shared printer for all client computers from the dental office. Setup scan to network File Server. Setup Access Point for WIFI access to both internal users and guest users on a separate network. Setup Comcast router for port forwarding for VPN Access and RDP (Remote Access) and POE IP phones. Monitor, maintain, and backup Skyline Dental Art office data remotely.

Systems Administrator, 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, backed up all data from File Server and VM servers. Installed and setup Harvester software for Lumen Solutions office use. Set up Access Point for WIFI access to both internal users and guest users on a separate network. Set up SonicWALL NSA 3500 for port forwarding for VPN Access and RDP (Remote Access). Monitor, maintain, and backup Lumen Solutions office data remotely.

Network Support, part-time, Regency Title, Tyson, VA Jan 2020–Feb 2021

Built new network infrastructure for Regency Title office. Installed and set up new Active Directory server, set up VPN server, DHCP server, WSUS server, and MDT deployment server. Manage and maintain Active Directory server, VMware ESXi 6.5 host server, VM servers, and backed up all data from File Server and VM servers using Altaro backup software. Set up Access Point for WIFI access to both internal users and guest users on a separate network. Set up Konica Minolta C558 for scanning and connecting to SMB fileserver for data storage. Set up Watchguard M370 for port forwarding for VPN Access and RDP (Remote Access). Monitor, maintain, and backup Regency Title office data remotely. Create new users in Active Directory, disable and remove users when requested from the company owner. Manage Google e-mails for Regency Title office. Maintain and create new user mailboxes from Gmail G Suite. Export and import user's e-mail mailboxes. Using Gmail G Suite syncing tools to create user Outlook profile and syncing e-mail fast with IMAP connection.

Systems Administrator, part-time, Kumon Elden Street, Herndon, VA 2005 - Present

Built new network infrastructure for Kumon Delden Street office. Installed and set up new Active Directory server, set up VPN server, DHCP server, Exchange 2010 server, and MDT deployment server. Manage and maintain Active Directory server, Microsoft Hyper-v host server, VM servers, and backed up all data from File Server and VM servers using Altaro backup software. Set up Access Point for WIFI access to both internal users and guest users on a separate network. Set up Fujitsu scanner for scanning and connecting to SMB fileserver for data storage. Set up Watchguard M370 for port forwarding for VPN Access and RDP (Remote Access). Monitor, maintain, and backup Kumon Eldent Street office data remotely. Create new users in Active Directory, disable and remove users when requested from the company owner.

Network/Server Support, part-time, Manassas Dental Care, Manassas, VA 2021–Present.

Built new network infrastructure for Manassas Dental Care office. Installed and set up new Active Directory server. Setup VPN server. Managed and maintained Active Directory server, Hyper-V VM servers, backed up all data from X-Ray Server, File Server and VM servers. Setup shared printer for all client computers from the dental office. Setup scan to network File Server. Setup Access Point for WIFI access to both internal users and guest users on a separate network. Setup Comcast router for port forwarding for VPN Access and RDP (Remote Access) and POE IP phones. Monitor, maintain, and backup Manassas Dental Care office data remotely.