822 Sumter Street
Galloway, OH 43119

(504) 905-8789
Thomas.nguyen.wac@gmail.com

Thomas K. Nguyen

Professional Summary

Mr. Nguyen is an IT professional with over twenty years of experience for a broad spectrum of clients. In his current position, as an Information Technology Administrator, Mr. Nguyen is the sole IT personnel supporting the Ohio State Cosmetology and Barber Board office personnel and 16 mobile inspectors. His duties finclude troubleshooting issues for programs and platforms such as Microsoft 365 Office applications, Salesforce customer relationship management (CRM) system and various document management system that the board uses. Additionally, he is responsible for troubleshooting a variety of software and networking issues remotely, documenting diagnosis and resolution to all reported problems. Prior to this, Mr. Nguyen has served in a variety of roles that involved frequent interaction with end users. Industry experience in government, industrial, sales, internet, and non-profit agencies.

Experience

October 2019 – Current
Ohio State Cosmetology and Barber Board   Grove City, OH
Information Technologist 3

- Oversaw the planning and deployment of computer hardware platforms, software and peripherals for office staff and remote inspectors. Also planned and oversaw the installation of upgrades of new or revised off-the shelf software.
- Oversaw the day-to-day operations and support of physical desktops, tablets and network peripherals. Hands-on experience in administering Windows Server 2016, Active Directory, and IIS.
- Created and maintained websites in HCL environment.
- Researched, planned, communicated and executed IT projects assigned in a timely and effective manner that included project budgeting
- Gathered and maintained records for internal and external audits.
- Provide remote assistance to assist in troubleshooting end user issues.

April 2007 – May 2019
United States District Court   New Orleans, LA
Information Technology Administrator II

- Oversaw the planning and deployment of computer hardware platforms, software and peripherals throughout the Clerk's Office and courthouse. Also planned and oversaw the installation of upgrades of new or revised off-the shelf software.

- Oversaw the day-to-day operations and support of virtual and physical desktops and network peripherals. Hands-on experience in administering Windows Server 2012/16, Active Directory, and IIS. Hands-on experience with administering virtual servers and desktops using VMware including ESX, vSphere, Horizon View, master images, snapshots and desktop deployment.

- Maintain and support of critical updates of OS software and third party software via KACE and Tenable (Nessus) scans.

- Created and maintained websites in Drupal 7 environment.

- Researched, planned, communicated and executed IT projects assigned in a timely and effective manner that included project budgeting

- Gathered and maintained records for internal and external audits.

- Provide remote assistance to assist in troubleshooting end user and court system issues.

March 2005 – April 2007
MSX International   Columbus, OH
Technical Support Agent

- Worked under the Goodyear Marysville project, providing support for end users at the plant's facility.

- Worked with Goodyear Akron personnel to migrate users from Novell 5.1 environment to Microsoft's Active Directory.

- Configured and refreshed end users laptops and desktops from IBM systems to Dell.

- Gathered and maintained records for Sarbanes-Oxley Audits for internal and external audits.

- Provided remote assistance using RealVNC and Remote Desktop Connection to assist in troubleshooting end user and plant system issues.

September 2004 – March 2005
CallTech Communications, Inc.   Columbus, OH
Technical Support Agent

- Worked under the Verizon Online DSL Project, providing Tier 2 Support for end users and field technicians.
- Troubleshot network setup and connectivity issues for Verizon Online customers as well as assisted with any physical setup for customer systems.
- Provided remote assistance using Citrix's *ChatLink* to troubleshoot software configuration of end users on Windows operating systems.
- Minor OS network troubleshooting for Windows 98, ME, 2000, and XP as well as Apple OS 9 and X.
- Connectivity support for Linksys networking devices and Apple's Airport.

December 2000 – August 2004
LSU Bookstore / Barnes & Nobles Bookstore   Baton Rouge, LA
Internal Tier 1 Support
- Provided first line of support for technical needs Windows 98 based clients for management team.
- Troubleshot client-side technical and networking issues on Windows Thin Clients (XP embedded), Windows CE-powered PDAs and AS400 terminals.
- Troubleshot and maintained store's seven (7) Lexmark impact printers and Okidata printer.
- Respond to inquiries for web transactions for sales of textbooks

October 1999 – January 2000
U.S. District Court, Eastern District, Clerk's Office   New Orleans, LA
Automation Technician
- Responsible for distributing and setting up new PCs through the Clerk's Office and judge's chambers in the court system.
- Reconfigured old computer systems to be redistributed throughout the court system and prepared older systems for excess.
- Setup contracts for consulting firms for upkeep of computer equipment.
- Support for WordPerfect 8, Dragon Naturally Speaking, OCR scanners, and a FoxPro inventory for the Clerk's Office's Systems Unit.

Education   1997 - 2003   Louisiana State University Baton Rouge, LA
- May 2003: Computer Science, Intensive Study in Information and Decision Sciences

1995 – 1997   Loyola University New OrleansNew Orleans, LA