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Confidential (US Citizen)		Posted by: Individual		Tot Exp : 9 Yrs	Preferred Employment	Available as of Feb-08-11
Sys Admin/Network; NT Admin				US Exp : 9 Yrs		
Kaaawa, TX		Ph(C) :		Salary : 50K /Yr	Corp-Corp	<input checked="" type="checkbox"/>
Relocation : YES		Ph(H) : ✉ Email me job details		Rate : Market	W2 Contract	<input checked="" type="checkbox"/>
Pref. State(s) : TX		Ph(W) :			W2-Permanent	<input checked="" type="checkbox"/>
Cisco > 1 yrs	DR > 1 yrs	System Admin > 1 yrs	Ghost > 1 yrs		1099 Contract	<input checked="" type="checkbox"/>
LAN > 1 yrs	Lotus Notes > 5 yrs	Desk Top > 1 yrs	ACCESS > 2 yrs		Need H1B	<input checked="" type="checkbox"/>
Lotus Notes, Desk Top, ACCESS, ACL, ACTIVE DIRECTORY, DHCP, Lotus Domino, MS Office, System Admin, Vista, Cisco, Domino, DR, Firmware, Gateway, Ghost, LAN, MCP, Operating System, RAID						
Preferred Time to Call :						
Corp-Corp Info : Confidential						
Notes :						
Domain Experience : IT/Software						

Enter notes about this profile to share with other recruiters of your company. (Auto Save : ON)

Thomas Ngo
19842 River Rock Dr | Katy, TX 77449 | Home - Mobile

Objective: Looking for the opportunity to work as desktop support technician with an established company which I may grow and increase my self-value, as well as my values as an employee.

Summary of Qualifications:

Strong experience of XP, Vista, Lotus Notes and MS Office support.
Strong experience with Enterprise system administration, servers patches, firmware update
Strong capability in supporting Laptop, Desktop, PC Hardware, Software, install and troubleshoot network printers.
Experienced with McAfee anti-virus patches and update engine.
Able to use remote control software application such as Cisco VPN, VNC, RDP.
Resolved technical problems by identifying and troubleshooting by issues.
Co-ordinated with Vendor's for further troubleshooting software and hardware such as:
HP, IBM, Dell, Veritas, Quantum, Lotus IBM and Microsoft.
Responsible for other duties as assigned.
Maintained strong relationship with workers, which helps to provide better services.
Utilized Alteris Helpdesk ticket system to record issues and solutions.

Computer Skills:

Windows NT/2000/2003 Server.
Windows 7/Vista/XP operating system.
Lotus Notes Domino.
MS Office.
Experience troubleshooting hardware issues and replacing hardware on Desktop PCs, Dell Laptops and Servers.
Experienced installing software, patches, updates on Desktop, Laptops, Servers.
Experience troubleshooting LAN network, software, printing problems.
Knowledge with RIS server and Ghost

Work Experience:

MCG Tech Services., LLC – Houston, TX 2009-2010
IT Consultant Contractor
• Resolved issues with File Server and other member servers was not able to access Domain Controller. Setup/configured additional Domain Controller and Symantec Backup Exec Media Server for Amtex Machine Corporation.

Technip USA Corporation - Houston, TX 2006-2009
Lotus Notes Administrator – Lead Tech Helpdesk support
Problem Manager (secondary).

Resolved Lotus Client Server problems related to database and mail clients.

Register, rename, recertify, and delete user's account in Lotus Notes.
 Added/Deleted users account from AD.
 Resolved issues with accessing to Lotus Notes databases due to Access Control List corrupted.
 Resolved out of office, calendar and scheduling agents' issues.
 Maintained ACL/Multi-Purpose Notes Groups.
 Troubleshooting and resolved Desktop, Laptop hardware's problems.

Anesis Inc., LLC - Houston, TX 2001-2006

IT Technical Support

Setup Small business network Infrastructure including Active Directory Services, File Servers, Print server and DHCP server.
 Setup and configured hardware raid on Dell and IBM servers
 Installed, Setup and configured server OS 2000 and 2003 and applied security patches.
 Installed and updated McAfee anti virus software and configured policies.
 Setup and maintained APC UPS Matrix.
 Upgraded and patches Lotus Domino servers.
 Setup up and configured Backup Exec Servers.
 Setup, Configured and troubleshooting PC workstations

AW Printing, Inc. - Houston, TX 1999 - 2001

System Administrator

Maintained Lotus Notes Mail server, SMTP Gateway, certify and recertify user Lotus Notes IDs
 Maintained ACL in Lotus Notes databases
 Monitored and resolved mail routing issues.
 Installed and Configured Lotus Domino Fax Server.
 Administered NT Servers, HP Tape Backup Library
 Setup and configured DHCP and Print Server.

Education and Certifications

Ho Chi Minh City University of Technology, Vietnam
 Bachelor of Science in Computer Science (1980)
 Microsoft Certified Professional (MCP)
 Lotus Notes Certified Specialist (CLS)

Lotus Notes Certified Professional (CLP)

Axis Network Video Certified.

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