

KIEN DUONG

<https://kienduong.ca> · <https://www.linkedin.com/in/kienduong>

SUMMARY

- Knowledgeable remote systems administrator managing Windows Server operations
- Experienced with computer and networking hardware including servers, desktops, laptops, routers, and switches.
- Proficient with software including Microsoft 365, Microsoft Servers, Microsoft Azure, Cisco CLI, and Linux based operating systems. Well versed in network security policies and best practices.

WORK HISTORY

Optum (UnitedHealth Group)

Technical Support Engineer

2023 - Present

- Resolve customer support cases in relation to Change Healthcare Radiology Solutions using software such as Salesforce.
- Utilize knowledge of Change Healthcare software, networks, servers, workstations, hardware, and databases to identify software and hardware issues.
- Collaborate with customer IT teams and various other departments to handle customer cases and implement solutions.
- Employ software applications such as RDP, Securelink, and Telemote to remotely conduct scheduled preventive maintenance and undertake systems administration tasks at customer sites.

Club Support Inc.

IT Field Technician

2022

- Summer contract full-time position
- Daily monitoring of Clients' IT Environment through remote connectivity; scheduling and performing site visits in the event an issue cannot be resolved remotely.
- Remediated customer IT issues via Atera ticketing system and communication through both email and phone conversations.
- On site provisioning of both software and hardware for equipment including PCs, switches, servers, IP cameras, and VoIP phones.
- Remote monitoring and management of on-premise Active Directory and cloud-based Azure AD

Montalco Cabinets (1991) Ltd.

Customer Service Representative

2015 - 2021

Back Order Coordinator

2011 - 2015

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EDUCATION

Computer Information Systems Administration, British Columbia Institute of Technology

Diploma

June 2023

Network Administrator Technician, British Columbia Institute of Technology

Associate Certificate

December 2021

Certifications

- CCNA - Cisco Certified Network Associate
- Fortigate 7.0 - NSE4 Fortinet Training
- Palo Alto - EDU-120 Firewall Essentials
- Microsoft 365 Certified: Fundamentals
- Microsoft Certified: Azure Fundamentals
- Microsoft Certified: Azure AI Fundamentals
- Microsoft Certified: Azure Data Fundamentals