

## CINDY PHAN

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### BUSINESS EXPERIENCE

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System Administrator, October 2023 to Present

Think Together, Santa Ana

- Installed and configured networked computer system, including hardware, system software, and applications
- Served as an escalation point as Tier 3 Sys Admin for Tier 1 & Tier II Help Desk technicians

Managed IT Services Engineer, Jan 2023 to October 2023

Sharp Business Systems, Atlanta, GA

- Scoped system infrastructure needs to be based upon the customer's technology landscape, strategic vision, objectives, and needs.
- Worked with sales professionals and MNS Specialists to draft complex project Statement of Work.
- Led on-site installation and configuration at client's location: Switches, Firewall, AP, Desktops.
- Documented solutions by developing user/admin manuals, flowcharts, layouts, diagrams, and charts.
- Tested and troubleshooted complex workstation and IT infrastructure installations.
- Provided ongoing Tier 4 technical support and maintenance for customer solutions, improving client satisfaction, retention, and account expansion.
- Maintained and updated client's O365 tenant, Azure tenant, Servers, Switches and Firewall. Server features include: Active Directory, Group Policy, DNS, DHCP.

System Administrator, March 2021 to January 2023

Gem Shopping Network, Duluth, GA

- Installed, configured, maintained, and troubleshooted new internal servers and network devices to upgrade and enhance the network infrastructure and security: Cisco Meraki Switches, AP, VPN
- Migrated and deployed new hybrid O365 Tenant and domain server: Windows Server 2019, Exchange, Azure AD, Teams, and SharePoint.
- Maintained and uphold processes for reporting, statistically monitoring, and logging network performance while resolving complex network connectivity issues.
- Configured and maintained the virtual server and machine farm infrastructure to facilitate remote work environments: Citrix VDI and Hyper V.
- Led initiative for the Azure MFA/SSO setup and email migration to enhance the existing security infrastructure for the organization.
- Consolidated dozens of printer brands to a single printer brand. Streamlined printer troubleshooting issues and developed vendor relationships to reduce printer purchase costs of roughly \$4k due to bulk supply orders.
- Tracked IT asset inventory and cost/purchase management. Conducted monthly budget review with the Head of Technology.
- Coordinated update releases and system changes, contributed to the implementation of break/fix solutions. Updated document configuration information related to changes as needed.
- Provided Tier 1-3 support to Windows PC, MAC OS, desktop, laptop, and tablet end- users by troubleshooting the issue and creating technical documentation/manuals.
- Created PowerShell scripts to automate reports and deployed commands for daily support tasks
- Established team and contractor schedules to ensure 24/7 coverage to support broadcast environments especially for the revenue-generating Sales Call Center team.

Computer Network Technician, January 2020 to February 2021

Mobile County Public School System, Mobile, AL

- Installed network hardware components and cables (CAT5 wiring, fiber optic cabling, etc).
- Monitored network performance. Ensured network operates securely 24/7. Updated network infrastructure as needed.
- Trained new contractors on how to navigate the system and related IT services processes.
- Created and maintained technical documents to align with team processes.
- Supported Network Manager and IT Project Manager with ad hoc projects.

## EDUCATION

B.S. in Information Technology, University of South Alabama, Mobile, AL

Senior Project: Built an IT Asset Management Application | Visual Basic and SQL Server Management Studio

## SYSTEMS/SOFTWARE

Microsoft Platform: Office 365, Server 2016/2019, MS Exchange, Azure Active Directory, Intune

Virtualization: Citrix, VMWare, Hyper V

Network Infrastructure/Monitoring: Cisco, Meraki Wireless, Datadog, and SolarWinds