

LY HOANG THIEN

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IT SUPPORT - IT ADMIN SYSTEM

IT Support professional with over **3 years of hands-on experience** in technical support, system administration, and user support across multiple environments. Skilled in troubleshooting, managing IT infrastructures, and supporting enterprise applications. Strong ability to work with cross-functional teams, resolve incidents quickly, and deliver reliable technical solutions.

WORK EXPERIENCE

IT Support – C2C Techhub

Jan 2025 – Present

- Provided system and user support using **ManageEngine Endpoint** IT management solutions.
- Managed tickets and IT workflows through **Jira**.
- **Administered Slack**, including user management, workspace configuration, and app integrations.
- **Deployed and configured Cloudflared (ZTNA)** for secure zero-trust access.
- Integrated Cloudflared with **Google Cloud Platform (GCP)** and **Google Workspace SaaS** for identity-based authentication and application access control.
- Assisted with system optimisation, endpoint maintenance, and continuous service improvements.
- **Self-hosted internal services** for the IT team.
- Collaborated with Audits to prepare a checklist for ISMS.

IT Support – V.T Technical

Feb 2024 – Jan 2025

- Managed and maintained **ERP, HRM, and internal software systems**.
- Installed, configured, and troubleshoot computer systems, networks, and related hardware.
- Provided IT support for **50 internal users** across departments.
- Collaborated with external IT developers during ERP implementation.
- Performed **onboarding/offboarding**, including accounts, handover of assets, and process workflow.

IT Helpdesk – SMNET Solution (Outsourcing)

Dec 2023 – Mar 2024

- Administered **Google Workspace** and **Microsoft 365** environments.
- Troubleshoot remote dial-up/VPN issues for multiple user sites.
Worked with **Exchange, Active Directory, DNS, DHCP, TCP/IP, and network administration**.
- Installed, configured, and maintained systems across two outsourced client locations.

IT Support (Intern) – International School ISHCMC

Aug 2022 – Feb 2023

- Repaired and deployed devices, including laptops, iPads, and PCs, for staff and students.
- Installed, configured, and maintained operating systems and networks.

RESUME SKILLS

- **Operating Systems:** Windows, macOS, Linux.

- **Applications:** Microsoft 365, Windows Defender, Microsoft Intune Endpoint, Google Workspace.
- **System Administration:** VMware, Hyper-V, Proxmox, Server administration.
- **MDM Platforms:** ManageEngine, JAMF, Asset Tiger, SnipeIT.
- **Cloud Knowledge:** Azure, Google Cloud Platform, Amazon Web Services AWS.
- **Networking:** AD, DHCP, DNS, TCP/IP, VPN, Wi-Fi configuration
- **ITIL & Ticketing:** Jira, service desk workflow, Freshdesk.
- **Troubleshooting:** Hardware and software diagnostics; system, network, and device support.
- **Security:** Cloudflare, FortiGate firewall, Bitwarden password manager, Active Directory users endpoint
- **Another Stack:** Github, Gitlab, Docker, Git.

COURSE/CERTIFICATIONS

- [Microsoft Azure](#)
- [System Administration Certificate](#)
- [ISO 27001:2022 \(Information Security Management System - ISMS\)](#)
- [Microsoft Defender for Cloud Certification](#)
- [FortiGate Administrator](#)

EDUCATION

University of Science – Ho Chi Minh City (VNU-HCMC)
Bachelor's Degree, Electronics and Telecommunications (2019 – 2023)
GPA: 3.2 / 4

LANGUAGES

Vietnamese
 English (Intermediate)

PROJECTS

- Asset Management (SnipeIT) - <https://snipeit.thien-ly.online/login>
- Grafana (Monitoring VMs)- <https://grafana.thien-ly.online>
- AdGuardHome - <https://adguard-home.thien-ly.online/>
- My Portfolios - <https://thien-ly.online/>
- Odoo - <https://odoo.thien-ly.online/>