

# HAU NGUYEN

## PROFESSIONAL SUMMARY

Dynamic IT professional with over 15 years of experience in enterprise systems administration, infrastructure design, and technical support. Proven success in automating workflows, optimizing hybrid environments, and driving security compliance. Skilled at supporting executive leadership, reducing operational overhead through automation, and delivering scalable solutions in cloud, IAM, and network domains. Aligned with approaches that improve performance, reduce costs.

## SKILLS

**Infrastructure Administration:**

AD, Group Policy, DNS, DHCP

**Operating Systems:**

Windows 7–11, Server 2008–2022

**Virtualization Platforms:**

VMware vSphere, Citrix VDI, Hyper-V

**Automation & Scripting:**

PowerShell, Batch scripting

**Cloud & Identity Management:**

Azure, Entra ID, Intune, Conditional Access, SAML

**Security Technologies:**

Rapid7, CrowdStrike, Cisco Duo

**Monitoring & Observability:**

SolarWinds, PRTG, Datadog

**Ticketing & ITSM:**

KACE Help Desk, Freshservice

**Compliance & Frameworks:**

HIPAA, ITSM Framework

## CERTIFICATIONS & INTERESTS

**Certifications:** A+, MS Office Specialist,

ITIL Foundation

**Interests:** Spending time with my two energetic kids, exploring containerization with Docker in home lab, traveling, photography, personal finance, gardening, hiking in the Sonoran Desert

## WORK EXPERIENCE

**System Administrator II**

CyraCom International | Tucson, AZ

May 2020 – Present

- Reduced patching time of mission-critical servers from 175+ to under 80 minutes by automation
- Architect, manage, and support Citrix VDI infrastructure in multiple environments
- Patch vulnerabilities, migrate services, optimize performance, and harden security on server VMs
- Build, configure, and maintain virtualized environments in VMware vSphere
- Administer Active Directory and Group Policy on production and lower environments
- Administer Entra ID, Microsoft Intune, Conditional Access, Exchange, Teams, and other Azure services
- Audited the user deprovisioning process, eliminating 200+ unused M365 licenses and reducing costs
- Streamlined user provisioning using PowerShell, Jenkins, and other IAM solutions
- Design and implement Jenkins scripts for server administration and user management tasks
- Migrate clients from KACE Systems Management to Microsoft Intune
- Manage DFS namespaces, DFS replications, SFTP, SMB file shares, and NTFS permissions

**System Engineer**

CyraCom International | Tucson, AZ

Oct 2016 – May 2020

- Migrated production environment from on-prem to hybrid (Active Directory to Azure AD)
- Upgraded 4,200+ nodes from Windows 7 to 10, then to 11, and subsequent feature updates

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- Improved software deployment speed by 40% via source file prestaging while reducing network usage
  - Revamped encryption workflows resulting in lower downtime and align with security compliance
  - Reduced system imaging time from 210+ to under 42 minutes by redesigning the imaging process
  - Completed Office 2016 and Microsoft Office 2019 upgrade projects with no user disruption
  - Automate and document server deployment and server decommission processes
  - Developed tools to automate and organize inventory using API calls
  - Configure SAML SSO for applications and services
  - Deployed software using KACE, Group Policy, PSEXEC, Batch scripting, and PowerShell
  - Built and optimized server images to minimize deployment issues and enhance patch efficiency
  - Evaluated change management requests from technicians for feasibility during CAB meetings

### **IT Team Lead**

Afni Inc. | Tucson, AZ

May 2011 – Oct 2016

- Led Desktop Support team and served as the senior escalation resource for critical problems
- Aligned technical staffing with shifting project timelines to maintain SLAs
- Collaborated across technical teams to achieve zero downtime on key initiatives
- Provided technical support to Managers, Directors, VPs, and visiting C-level executives
- Developed encryption workflows and documented procedures for data handling and auditing
- Enforced procedures to secure infrastructure against both physical and cyber threats
- Managed 1,900+ objects using AD, Symantec, and McAfee ePolicy Orchestrator (ePO)
- Administered print servers, file servers, and imaging servers
- Built and maintained production OS images for multiple geographic locations
- Worked with external vendors to troubleshoot, update, and RMA server components
- Oversaw the disposal process of data-sensitive equipment and tracked chain of custody for compliance

### **EDUCATION**

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#### **Bachelor of Science in Business Administration**

The University of Arizona – Eller College of Management

Major: Business Management with a concentration in

Management Information System (MIS)

Aug 2005 – May 2009