

Benny Nguyen

US Army Student Veteran

<https://www.linkedin.com/in/bennyjnguyen/>

EDUCATION EXPERIENCE

The University of Texas at Dallas

Graduation **December 2024**

Bachelor of Science in Computer Information Systems

Honors and Scholarship(s)

Transfer Student Scholarship

School Clubs

UT Dallas AWS Cloud Club

CERTIFICATIONS:

- **Cisco Certified Network Associate (CCNA)**
- **AWS Certified Cloud Practitioner (CCP)**
- **AWS Academy Graduate - Cloud Foundations**
- **CompTIA Security+**
- **CompTIA Network+**
- **Google - IT Automation with Python**
- **AT&T 2024 Technology Academy**
- **IBM - Introduction to DevOps**

TECHNICAL EXPERIENCE:

- **Programming Languages:** Proficient in Python and Java, with experience in scripting and automation using PowerShell.
- **Cloud Platforms:** Extensive experience with Amazon Web Services (AWS) and Microsoft Azure, including infrastructure management and deployment.
- **Containerization and Infrastructure as Code (IaC):** Skilled in Docker for containerization and Terraform for automating infrastructure provisioning. Familiarity with Kubernetes, Ansible, Chef, and Puppet.
- **Database Management:** Competent in SQL language and MySQL for database querying and management.
- **Web Development:** Knowledgeable in HTML, CSS, and JavaScript for front-end development, and experienced in using JSON for data interchange. Familiarity with Node.js and Flask.
- **Operating Systems:** Strong familiarity with Linux, including system administration and shell scripting.
- **Git:** Utilized Git in Linux to manage code versions, including creating versions, restoring previous versions, and viewing logs of past versions to ensure seamless code review and collaboration within a team or enterprise environment before committing changes to a live production instance.

TECHNICAL PROJECTS

- **Designed and implemented a Virtual Private Cloud (VPC) on AWS:** Hosted subnets across multiple Availability Zones, defined route tables, and established a secure network gateway to ensure efficient and secure data flow.
- **Deployed and managed AWS EC2 instances:** Configured Amazon Machine Images (AMIs) to create scalable and reproducible environments for application deployment.
- **Enhanced storage capacity for AWS instances:** Utilized AWS Elastic File System (EFS) and Elastic Block Store (EBS) to dynamically increase storage capacity and ensure data durability and availability.
- **Configured AWS Identity and Access Management (IAM) roles and groups:** Established security best practices by implementing fine-grained access control, ensuring that resources were accessed only by authorized users and applications.

- **Launched and managed an AWS RDS instance:** Provided a scalable and reliable database solution, optimized for performance and security.
- **Hosted a resume and deployed a personal website on AWS S3:** Developed and coded a responsive website, making it accessible to others through efficient use of AWS S3 storage.
- **Integrated Windows Subsystem for Linux (WSL) with AWS CLI:** Created a Python script to analyze and retrieve information about existing AWS resources, streamlining resource management.
- **Automated infrastructure deployment using Terraform:** Deployed a NGINX web server utilizing a Docker image, ensuring consistent and repeatable infrastructure as code.
- **Chatbot automation with Python:** Created a Python script to automate a Discord chatbot that replies to user messages.
- **Dynamic Web Form with Database Backend:** Deployed an Ubuntu server on AWS EC2 to host a dynamic web application, implementing a user form with Node.js for front-end development and connecting to a MySQL database for back-end data management. Configured security groups to allow port access.

PROFESSIONAL EXPERIENCE

CoServ, Corinth, Texas
Client Services Intern

May 2023 – August 2023

- **Managed and escalated incident tickets:** Efficiently handled and escalated support tickets, improving system reliability and increasing user satisfaction.
- **Proficient in Windows OS and iOS device management:** Streamlined system updates and troubleshooting processes, ensuring optimal performance and minimal downtime.
- **Automated routine tasks using PowerShell scripting:** Developed and implemented PowerShell scripts to automate repetitive tasks, enhancing system functionality and operational efficiency in production environments.

The University of Texas at Dallas, Richardson, Texas
M365 Support & Microsoft Teams Voice Specialist

May 2022 – October 2023

- **Provided expert technical support for Microsoft 365 products:** Enhanced client workflows and productivity through efficient troubleshooting and issue resolution, ensuring seamless user experiences.
- **Led the development and management of private Teams channels:** Facilitated improved collaboration and project efficiency by creating and assigning private channels, tailored to specific user group needs.
- **Optimized Azure AD and Teams Voice integrations:** Utilized in-depth knowledge of TeamDynamix, M365 Admin Portal, and PowerShell to streamline operations, significantly reduce user issues, and enhance system performance.

Equinix, Dallas, Texas
Network Operation Center Engineer 1

August 2021 – December 2021

- **Configured diverse network equipment:** Managed and optimized a variety of network devices including Juniper, Nokia, Cisco, Arista, and Brocade, contributing to enhanced network reliability and performance.
- **Utilized Salesforce and ServiceNow for customer support:** Leveraged expertise in Salesforce and ServiceNow platforms to efficiently address customer inquiries and streamline operational workflows, resulting in improved customer satisfaction.
- **Demonstrated proficiency in Linux-based terminals and CLI:** Applied advanced skills in Linux command-line interface (CLI) to optimize system operations, perform effective troubleshooting, and ensure network stability.

United States Army
Fort Hood, Killeen, Texas

January 2016 – February 2022

Information Technology Specialist, System Administrator/Network Engineer

- **Oversaw system administration and network engineering:** Managed and maintained hardware, software, and network infrastructure in secure remote locations to ensure optimal performance and security.
- **Conducted in-depth audits and security assessments:** Performed comprehensive evaluations of IT networks and systems, enhancing security protocols, ensuring compliance with military standards, and mitigating risks.
- **Configured and secured network infrastructure:** Implemented and managed network configurations, including switches, routers, and firewalls, to maintain a robust and secure communication environment.
- **Provided hardware and software support:** Installed, configured, and maintained various hardware components and software applications to support mission-critical operations.
- **Developed and delivered IT training programs:** Created and conducted training sessions for end-users, focusing on hardware management, system administration, and network security best practices to reduce cyber threats and enhance operational readiness.

LEADERSHIP EXPERIENCE

- **United States Army, Rank: Sergeant** September 2018 – February 2022
- **Transfer Student Leadership Program** January 2022 – April 2022
- **Peer Advisor for Veteran Education** August 2022 – Present

ADDITIONAL INFORMATION

Languages: Fluent in English

Eligibility: US citizen with an active Secret security clearance if needed