



# NGUYEN DUC DUONG NAM

Senior Network Engineer

## CONTACTS

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## SOCIAL MEDIA

**LINKEDIN**  
LINKEDIN.COM/ in/nam-ndd/

**BLOG**  
WWW.ITBASE.TV

**PORFOLIO**  
NAM-NGUYEN.ME

## CERTIFICATIONS & DIPLOMA

- **CCNAv3 R&S** 200-301 (Active)
- **CCNP ENCOR** 300-401 (Active)
- **CCNP SD-WAN** 300-415 (Active)
- **JNCIA SEC** JN0-230 (Active)
- **Linux LPIC-1** (Active)
- Microsoft Azure Administrator Diploma – Udemy (AZ-104)
- Palo Alto Firewall – PCNSE Diploma - Udemy
- RPA Developer Advance Diploma – Academy Uipath

## PROFILE

👋 I am an enthusiastic Network Engineer based in Viet Nam, with a rich experience of over 7 years in Networking & System Administrator for Wire-Area-Network and Enterprise Networks. Additionally, I am landing into Network Automation (DevNet) fields to level up myself. 🙌

## SKILLS

### Networking and Security

- Routing, Switching, Firewall, QoS
- Cisco ISR1k, ISR4k, ASR1k, C8k
- Juniper MX, EX, SRX
- Palo Alto PA-3k, PA-VM

### Software-Defined WAN

- Cisco SDWAN Implementation, Deployment, and Mangement.

### Servers and Virtualization

- IBM 3650, Dell R340, R640
- NetApp Storage 3650
- Windows Servers, 10, 11
- Linux CentOS, Ubuntu, RedHat
- VMWare WS, ESXi

### IT Administration

- Microsoft 365 Admin
- Microsoft Azure AD Admin
- Microsoft ADS, DNS, NTP, DHCP
- Linux Syslog, E-learning, Portal.

### Programming & Scripting

- Microsoft PowerShell
- Linux Bash Shell
- Python

## EDUCATION

- 2013 - 2017 **BACHELORES DEGREE**  
University of Hoa Sen  
• Graduated with 3.2 GPA  
• Awarded scholarship Hoa Sen University.  
• Graduated as a salutatorian  
• Majored in Networking & Telecommunication

- Learning Cloud Computing: Core Concepts - LinkedIn
- NetOps (DevOps for Network Engineers): Automating Networks - LinkedIn
- Python Theory for Network Engineers - LinkedIn
- Cisco DevNet Associate (200-901) - LinkedIn

## EXPERIENCE

July 2020 - present

### ○ KDDI VietNam HCMC Branch Engineering Team Leader

**Directly assist Manager and Director.**

- Maintain, Improve Infrastructure, Systems, and Workflow.
- Responsibility as the 2nd Escalation point.
- Directly Technical advisor.

**Leading Network and System team to achieve customer satisfaction by**

- Ensure the provisioning phase of Layer2&Layer3 MPLS, Cisco SDWAN circuits configuration, and pre-testing.
- Handle global customer circuits maintenance and migration with minimum downtime and impact.
- Monitor and maintain Operations Center local systems to ensure 24/7 services.

July 2017 - 2020

### ○ KDDI VietNam HCMC Branch as Network Engineer role

- Configuring and installing IPVPN networks Layer2&3 with Cisco and Juniper devices.
- Performing test and guarantee the Quality of Services (QoS) using DITG.
- Providing support customer for installing/Testing SD-WAN services (Cisco SDWAN).

**as IT System role**

- Deploy, manage Users/Office 365 Mail Exchange & Microsoft Cloud Apps via Microsoft Azure Active Directory
- Maintain, upgrade, secure, system backups and disaster recovery preparation for hardware and virtualized servers.
- Support implementation and planning of deletions, additions and infrastructure changes
- Manage and proceed purchase of inventory related to hardware, software and other IT supplies.
- Manage all UPS workstations to ensure stable power for server room devices and PCs.
- Creating/updating procedure/system document

Feb 2017 - Jun 2017

### ○ FPT Information System Network Engineer

- Providing support to transfer, install and deploy network devices for end customer LAN.
- Researching, deploy, report labs for Juniper Security topics (SRX Series).
- Providing technical support for users by onsite or remotely

## EXPERIENCE

Apr 2016 -  
Dec 2016

### MULLENLOWE VIETNAM

IT Officer

- Installing and configuring computer hardware, software, systems, networks, printers and scanners (MacOS)
- Responding in a timely manner to service issues and requests
- Providing technical support for users in other

## PROJECTS

2022 -  
present

### Implement the Cisco SDWAN Upgrade for 300+ WAN Edges.

- Technical advice during the project.
- Manage the process and integrate with Global team.
- Managing, scheduling, arranging human resources to complete upgrade following customer satisfaction with minimal downtime.

April 2020  
- Dec-2021

### Leading International Edge Routers of MPLS Network Migration

- Plan, Implement over 50 Edges MPLS migration from Juniper(M1xx) to Cisco (ASR100x).
- Establish configuration templates, procedures to lead the team to accomplish migration as schedule with minimum downtime.
- Managing, scheduling, arranging human resources to

Dec 2019 -  
Aug 2020

### Expand Server Room

#### Main role in project:

Establish full configuration for 4 racks network devices to match requirement. (Cisco L3, L2 x10 | JunosSRX100,300 x4 | ...)

+ Proceed hardware and software testing for 6 Dell EMS servers, establish Virtualization (ESXi7) with over 20 VMs on 2 NetApp HA storage.

+ Coordinate with vendor for quotation compare including join and follow vender phase in construction. (Cabling, Trunking, Air Conditioner, UPS System,..)

+ Establish workflow for migrating from current system