

Eric Nguyen

Dynamic IT Professional with over 6 years of experience in system administration, network security, and technical support. Proficient in leveraging AWS and Azure services to improve operational efficiency and ensure secure, high-availability environments. Highly committed to continuous learning and eager to expand expertise in Cloud computing.

CERTS & SKILLS

- CompTIA Network+
- CompTIA Security+
- Azure Administrator Associate AZ-104
- AWS Certified Solutions Architect - Associate
- HashiCorp Terraform Associate
- Certified Kubernetes Administrator (Pending)
- **Languages:** Python, C#, PowerShell, Bash
- **IT:** Active Directory, Hyper-V, M365/Exchange
- **DevOps:** Terraform, GitHub Actions, Ansible

WORK EXPERIENCE

HASH STUDIOS

Cloud Engineer

June 2024 - PRESENT

Plantation, Florida

- **Enhanced Infrastructure Automation:** Implemented Infrastructure as Code (IaC) using **Terraform**, automating the provisioning and management of cloud resources, leading to a 50% reduction in deployment times and eliminating manual errors.
- **Architected Scalable AWS Solutions:** Designed and deployed a highly scalable serverless architecture leveraging **AWS Lambda**, **API Gateway**, and **S3**, ensuring high availability, robust security, and seamless scalability for dynamic workloads.
- **CI/CD Pipeline Optimization:** Built a GitHub Actions-based CI/CD pipeline, cutting deployment times and boosting release frequency from bi-weekly to weekly, ensuring faster delivery cycles.
- **Cloud Database Management:** Led the migration of MySQL databases to **AWS RDS**, improving data scalability and availability while reducing operational overhead, resulting in a more reliable and maintainable database infrastructure.
- **Domain Management and Security with Route 53:** Migrated the company domain to **AWS Route 53** and integrated **ACM** certificates, streamlining DNS management and providing secure, encrypted access to web resources.

I-PAYOUT

System Administrator

June 2022 - October 2024

Fort Lauderdale, Florida

- **Established Secure AWS Connectivity:** Created a **Site-to-Site VPN** tunnel between the office and **AWS** environment, facilitating secure data sharing with offshore employees and enabling seamless collaboration.
- **Optimized Active Directory Management:** increased operational efficiency by 40% through improved organizational processes and automated administration tasks. Created and administered Group Policy Objects to optimize security protocols.
- **Developed Automation Tools:** Created a PowerShell tool that reduced computer setup time by 80%, significantly streamlining the onboarding process for new employees. Created an Ansible playbook that automated monthly patching for Linux servers.
- **Supported Azure Cloud Migration:** Aided in the migration of 20+ workstations to **Azure** Cloud, ensuring minimal downtime and improved scalability to meet growing business needs.
- **Enhanced Security Measures:** Installed and configured Hikvision NVR and Cisco (NGFW) Firepower, bolstering office security protocols and ensuring comprehensive surveillance and threat protection.
- **Conducted Vulnerability Scans:** Managed monthly updates and vulnerability scans across office and AWS environments, maintaining system integrity and protecting against potential threats.
- **Led Compliance Initiatives:** Assisted in enhancing office security and compliance with PCI-DSS standards, including firewall configuration and comprehensive vulnerability assessments to ensure secure and compliant operations.

- **Vendor and Service Coordination:** Collaborated with vendors and service providers to resolve technical issues and procure necessary software and hardware upgrades, ensuring the office's IT infrastructure remains up-to-date and efficient.
- **Implemented Python Automation:** Developed automation tools using Python to streamline routine tasks, significantly improving workflow efficiency and reducing manual workload.

MINIDRINK STUDIOS

August 2019 - June 2022

Lead C# Developer

Weston, Florida

- **Backend Development Leadership:** Directed backend development and IT operations for gaming projects, ensuring a robust and scalable infrastructure to support both development and deployment phases.
- **Monetization and Performance Optimization:** Implemented effective monetization strategies and optimized application performance, resulting in a 20% increase in revenue and enhanced user experience.

PROJECTS

- **Built Serverless application:** using AWS Lambda, API Gateway, and DynamoDB, integrating with AWS Cognito for user authentication and CloudWatch for monitoring.
- **Deployed static website:** Delivered a content delivery network (CDN)-optimized website hosted on S3 and CloudFront, improving page load speed by 40% and achieving TLS encryption using ACM certificates
- **Python Automation:** Developed an automation tool using Python to streamline tasks at work, significantly improving workflow efficiency by automating routine tasks. Integrated Twilio's API to send SMS updates and alerts for any errors, ensuring prompt issue resolution.
- **Comprehensive Environment Setup:** Set up a comprehensive home lab environment using Proxmox and Docker to simulate real-world use cases, facilitating hands-on learning and experimentation.
- **Collaboration and Data Sharing:** Established a Windows file share to facilitate data sharing and collaboration within the home network, enhancing productivity and resource accessibility using TrueNas.
- **Security and Privacy Enhancements:** Implemented a home VPN for secure remote access to the lab environment, ensuring data privacy and security. Integrated DNS ad blocking using Pi-hole to enhance privacy and security while browsing, providing a safer and more secure internet experience.

EDUCATION

BROWARD COLLEGE

Computer Science Associates (AA)

2020 - 2022

Davie, Florida