

Tuan Ngo

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Senior Systems Architect/IT Director

Comprehensive experience building and managing delivery of information technology solutions.

Information technology professional with hands-on experience in strategy and architecture design and deployment which adapted to dynamic and/or changing business priorities. Proven ability to manage change with notable success directing broad range of corporate IT initiatives, while participating in planning and implementation of IT solutions in direct support of business objectives.

Highly experienced in leveraging business and technical expertise in strategic planning and design, and execution. Best known for helping companies solve problems and make better use of their resources to drive their business success by connecting business strategy with technology.

Cloud Technologies | Virtualized Data Center | Microsoft & VMware Systems Design / Implementation / Administration | Budgeting & Resource Management | Network Design | Infrastructure Design | Cloud/Data Center Operations | Disaster Recovery | Network Virtualization | Servers Virtualization | SAN Architecture | Business Impact Analysis | Vendor and Outsource Partner Management | Budgeting and Resource Management

Technical Skills

Platforms: MAC, Microsoft Windows® 7, 8.1, 10, 2000, 2003, 2008, 2012R2, VMware, and Azure.

Networking: TCP/IP, ISO/OSI, IPX/SPX, IPSec, MPLS, SSL, SMS/SQL, Ethernet, Token Ring, FDDI, VPN, SSH, PGP, PKI, FC, VSAN, VLAN.

Tools: Nortel Firewall, Cisco ASA, SAN Replication, Brocade Fiber Manger, VMware ESX/vSphere/Virtual Center/vMotion/DRS/SRM/Storage vMotion, Microsoft Azure, Office 365, ADFS, SSO, Microsoft System Center Suite, Active Directory, DNS, DHCP, Lync/OCS, WSUS, CA Service Desk and Spectrum, Microsoft SharePoint, Exchange, Office System, and Powershell.

Professional Experience

APPLIED CLOUD TECHNOLOGIES, LLC

2016-PRESENT

VICE PRESIDENT OF INFORMATION TECHNOLOGY

Provide technology and cloud consulting services to assist organizations in moving their enterprise to the cloud and/or Hybrid cloud. Offer assistance to enterprise for the design, development and implementation of organizational information systems, software applications, and IT support and infrastructure systems according to organization's established goals and objectives.

HAY GROUP, INC.

1997 - 2016

DIRECTOR, GLOBAL INFRASTRUCTURE AND DATA CENTER SERVICES

Led and managed infrastructure team to provide 99.99% up-time computing environment to enable business operations and collaboration globally for over 3,700 employees working in 86 offices in 47 countries. Managed \$4M+ annually in IT services to support global business operations. Directed, managed, and supported a global day-to-day network and security operations.

- **Designed and architected technology migration strategy to Public cloud, Microsoft Azure**, strategically realigning IT services to support fast-changing business priorities.
- **Migrated an on-premise virtualized data center to Microsoft Azure**, with estimated savings of \$2M per year.
- **Proposed and implemented Microsoft Office 365**, improving and promoting information sharing collaboration with better security and cost savings.
- **Established Virtualized Infrastructure and Data Center**, leveraging VMware, Brocade, EMC and Fujitsu Fiber Channel SAN Fabric, and Cisco technologies. Reduced number of physical servers, computer room floor space by 2K feet and electricity costs, with estimated savings of \$2M per year
- **Reduced Primary Data Center** from 3000 Sq. Ft to 200 Sq. Ft., which reduced IT costs and made contribution to business bottom line
- **Designed and implemented Disaster Recovery** solution leveraging virtualization
- **Designed and implemented** Global VPN IPsec and MPLS Network, improved intra-company communications for all company locations in 47 countries.
- **Designed and implemented Global WAN Optimization** Network, improved the performance of applications globally to deliver consistently smooth user experience and high productivity.
- **Designed and implemented Global Active Directory** Network, it was a backbone of Hay Group IT Strategy helping to accelerate the pace of rolling out IT business services and allowed a greater collaboration of efforts between Hay Group offices and business units.
- **Designed and deployed Global Secure WiFi** Network, provided connectivity for all laptops and mobile devices which promoted business collaboration and high productivity.
- **Designed and deployed Global Secured Remote Access** Infrastructure.
- **Designed and Implemented Network Security/IDS** Solution, keeping the infrastructure secured and complied with the PCI requirements.
- **Designed and Implemented Global VoIP and Video** Solution, which reduced telecomm costs by 25%. VoIP was rolled out to all company locations in 47 countries within 24 months.
- **Re-Engineered/Improved Business Processes**, which improved the processing time and the delivery time of the commercial technology solutions.
- **Maintained aggressive project deployment** schedules, keeping my team of highly constrained labor resources on-track and on-time
- Winner of 2009 INFOWORLD 100 Awards: <http://www.networkworld.com/news/2009/112309-the-top-100-it-projects.html>
- VMware Case Study: http://www.vmware.com/files/cn/pdf/customers/09Q3_cs_vmw_Hay_english.pdf
- Cisco Case Study: http://www.cisco.com/c/en/us/solutions/collateral/data-center-virtualization/case_study_c36-623712.pdf

Additional positions with Hay Group:

MANAGER, CORPORATE TECHNOLOGY MANAGEMENT | 2006-2008

US NETWORK OPERATIONS MANAGER | 2002-2005

CORPORATE SYSTEMS ARCHITECT | 2000-2001

SENIOR NETWORK ADMINISTRATOR | 1997-1999

- Managed and implemented iVPN solution throughout Hay Group, completing the iVPN deployment in 86 offices in 47 countries. The result was a better connected company and better collaboration for all business units.
- Managed and deployed Windows Active Directory. Fully leverage Active Directory services worldwide.

- Managed and deployed VMware virtualized data center to provide high availability of systems to support business operations.
- Deployed MPLS and Cisco and ShoreTel VOIP.
- Implemented IT Critical Resources Disaster and Recovery Plan.
- Managed and implemented worldwide secured wireless LAN utilizing Cisco wireless controllers and access points.
- Deployed Microsoft SCCM to manage 500 servers and 5000 desktops.
- Managed, maintained, and improved Network, Servers, iVPN performance, functionality, availability, and security. As a result, the network availability rate is at 99%.
- Provided integrated systems planning and recommend new technologies to be used as enhancements or upgrades to existing server, network, and other IT infrastructure equipment, which enhance current systems and support overall corporate and business goals.
- Improved on-going support, maintenance process, and proactive monitoring as a result improved the infrastructure and server's high availability rate.

Additional Related Experienced

NETWORK CONSULTANTS | ENTEX INFORMATION SERVICES, INC

SR. NETWORK ADMINISTRATOR | COOPERS & LYBRAND LLP

SYSTEMS ADMINISTRATOR | THE GLENMEDE TRUST COMPANY

Professional Development / Certifications / Affiliations

MICROSOFT TRAINING -

- Microsoft Azure for IT Professionals - Overview of Microsoft Cloud Computing and Azure Overview and Services, 2016

VMWARE VSPHERE TRAINING -

- VMware vSphere: Install, Configure, Manage, and Support

WAVE TECHNOLOGIES / MCSE TRAINING -

- Microsoft Certified Systems Engineer Training.

TEMPLE UNIVERSITY | PHILADELPHIA, PA | FOX SCHOOL OF BUSINESS | 1988-1992

Major: Business Administration, Minor: Real Estate

Microsoft Certified Systems Engineer (MCSE)

MEMBER – CIO Forum, VMWARE Virtualization Group, and The Enterprise Architecture Network