



Emilio Nguyen

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SUMMARY

Dynamic IT professional with over 10 years of expertise in infrastructure management and service delivery across global operations. Proven track record in leading teams to achieve operational excellence and drive standardization of processes. Adept at managing complex IT environments, with a strong focus on performance metrics and service level agreements. Committed to continuous improvement and strategic problem-solving in fast-paced settings. Eager to contribute strategic insights to enhance service delivery and optimize the infrastructure landscape for sustainable growth at Tech Solutions Inc.

EXPERIENCE

Senior Infrastructure Manager

January 2021 - Present

Global Tech Services

Houston, TX

Leads IT service delivery across multiple sites globally. Responsible for implementing infrastructure solutions that meet organizational needs and maintain high scalability. Focused on optimizing performance through strict adherence to SLAs.

- Directed a diverse team in maintaining IT service excellence, achieving consistent uptime benchmarks.
- Implemented initiatives enhancing availability and reliability of infrastructure services, ensuring alignment with strategic goals.
- Developed comprehensive SLA frameworks and KPI monitoring methods for accountability and improvement.
- Executed standardized service delivery protocols driving operational efficiencies by significant margins.
- Collaborated effectively with cross-functional teams ensuring infrastructure projects aligned with corporate objectives.
- Oversaw vendor relations, ensuring high service quality and compliance with established SLAs.

IT Operations Manager

March 2016 - December 2020

Tech Innovations LLC

Austin, TX

Managed service delivery across corporate data centers, focused on physical infrastructure and operational efficiency. Developed systematic approaches to streamline processes within the tech environment.

- Established robust incident management processes, significantly improving incident resolution timelines.
- Led planning for physical expansions to accommodate developing technological demands as new services were introduced.
- Created global runbooks enhancing operational governance fostering standards-compliance throughout the organization.
- Worked tirelessly with security teams/plugin development for maintaining industry best practices assisting companies compliant.
- Mentored emerging talent which reinforced a culture surrounding operational excellence and keen knowledge sharing was evident.
- Implemented change management workflows that decreased service interruptions and led operational enhancements.

Infrastructure Engineer

June 2013 - February 2016

Data Solutions Inc.

San Antonio, TX

Specialized in deploying and maintaining technical solutions supporting critical applications. Engaged in optimizing system performance while managing assets lifecycles.

- Designed resilient infrastructure solutions that sustained essential business operations showcasing productivity.
- Optimized performance analysis contributing to substantial increases directly impacting overall operational effectiveness.
- Facilitated asset management strategies enhancing tracking accuracy during crucial compliance audits.
- Activated training programs for newer technologies enabling swift adaptation to tech-driven transitions.
- Collaborated with ITSM groups promoting enhanced service management principles integrated into business functions.
- Boosted disaster recovery planning efforts greatly fortifying business continuity measures.

Systems Administrator

August 2010 - May 2013

Innovative Tech Group

Fort Worth, TX

Provided support and administration for diversified IT infrastructures across multiple entities. Engaged scripting and automation improving operational streams well beyond expectations.

- Supported multifaceted server and network environments exhibiting attentive helpdesk efforts attending to customer issues.
- Automated repetitive tasks resulting in improved productivity levels among all members aiding smoother workflow practices.
- Spearheaded migrations from legacy systems towards contemporary cloud-based alternatives generously increasing resource optimization.
- Crafted relevant documentation/tutorials enabling transparent knowledge transfer to users reducing bottlenecks for queries raised.
- Engaged actively with key stakeholders focusing on minimizing incidents, proving effective communication under pressure needed.

- Harnessed continuing education participations staying ahead of developing technological trends positively steering team efforts.

LEADERSHIP & AWARDS

- Received 'Excellence Award' for outstanding leadership in project implementations at Global Tech Services.
- Recognition for achieving highest uptime metrics during the consecutive service years in 2018 and 2019.

EDUCATION

Bachelor's Degree in Information Technology
University of Texas at Austin GPA: 3.8
Coursework: Systems Security, Network Management, Database Design, Cloud Computing

2010
Austin, TX

CERTIFICATIONS

- ITIL Foundation Certification 📅 2015
- Project Management Professional (PMP) 📅 2017

TECHNICAL SKILLS

- **Infrastructure Management Tools:** Nagios, SolarWinds, ServiceNow
- **Virtualization Platforms:** VMware, Hyper-V, Citrix
- **Cloud Services:** AWS, Azure, Google Cloud
- **Networking Technologies:** Cisco, Juniper, Palo Alto
- **Project Management Software:** JIRA, Trello, Asana
- **Operating Systems:** Windows Server, Linux, UNIX
- **Database Technologies:** SQL Server, Oracle, MySQL
- **Monitoring Tools:** Splunk, Zabbix, New Relic
- **Disaster Recovery Solutions:** Veeam, Acronis, Arcserve
- **Security Protocols:** SSL, TLS, IPsec

SKILLS

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|---------------------------------|--------------------------------|-----------------------------------|------------------------|
| • IT Infrastructure Management | • SLA Management | • Performance Metrics Analysis | • Capacity Planning |
| • Service Delivery Optimization | • Incident & Change Management | • Cross-functional Collaboration | • Compliance Standards |
| • Team Leadership | • Vendor Relations | • Continuous Improvement Programs | |

PROFESSIONAL AFFILIATIONS

- Active member of the Society for Information Management (SIM), participating in national conferences to enhance industry practices.
- Volunteer for local tech boot camps focused on mentoring high school students interested in technology careers.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST