

Frank Fu

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Experience: *IT support engineer | Australia Pacific Media* *May 2016 - Present*

- Configure and Administrate Firewall router and Switch
- Maintain and administrate Windows server 2012R2 AD for company users
- Create and maintain the Group Policy according to the Company Policy
- Administrate storage infrastructure (NAS, SAN) and backup data
- Administrate LAN, Wireless infrastructure and troubleshoot as required.
- Provide desktop support to office staff and troubleshoot as required
- Monitor company website server(CentOS) and Provide feedback to third party developer
- Monitor and backup Database server(MySQL) for website.
- F5 Big-IP load balancer monitoring and basic configuration
- Maintain good relation with stakeholder

Level 1 IT support | Einstein college of Australia (Part-Time) *Aug 2015 - Present*

- Install and configure new hardware and software to accomplish teachers and students' need.
- Maintain System, Network, and Wireless infrastructure and troubleshoot issues as required.
- Apply operating system updates, patches, and configuration changes.
- Install and configure NAS storage, assign appropriate user permission.
- Internet Security and Firewalls, Virus and Spyware Removal.

IT Hub Supervisor (Volunteer) | e-focus *Jun 2015 – May 2016*

- Report any OHS risks, maintenance concerns, technical problems or missing stock or equipment to HUB Coordinator.
- General IT support and troubleshooting for IT Hub users, including computing, printing, and networking.
- Escalate where necessary to Technical Volunteers for 2nd level support.
- Report policy breaches and inappropriate use of computing devices and facilities.

Managing Director | Swift IT Support *Dec 2015 - Present*

- Freelance IT Support contracting.
- Providing on-call IT Support services for small/medium businesses (SMB) and personal clients.
- Computer Repairs, Networking, Upgrades, Tune Up.
- Dual operating system installation (Windows and Linux, Mac and Windows).
- Data recovery (Hard Drive, USB, portable HD, and SD card).
- Internet Security and Firewalls, Virus and Spyware Removal.

Chef *Feb 2009 – Jun 2014*

Various roles as chef in primarily Japanese cuisine restaurants, including:

- Head-Chef | Matsuki Japanese Café.
- Head Chef | Obento Japanese Café.

Duties included:

- Managing kitchen personnel, Menu design.
- Maintain quality of food and cleanliness of work area.
- Plan ahead and ensure stock levels.

Education & Certification	<i>Advanced Diploma of Computer Systems Engineering RMIT</i>	<i>Jun 2014 – Dec 2016</i>
	<i>Cisco Certified Network Associate Routing and Switching (CCNA R&S)</i>	<i>Jun 2016</i>
	<i>Microsoft Certified Solutions Expert (MCSE)</i>	<i>Feb 2016</i>
	<i>Juniper Networks Certified Associate (JNCIA)</i>	<i>Jul, 2015</i>
	<i>Bachelor of Economics China Pharmaceutical University</i>	<i>Sep 2004 – Jun 2008</i>

Knowledge & Skills: *Networking*

- Strong knowledge in TCP/IP DHCP, DNS, ACLs, VLAN, NAT, STP, PPPOE, good at management of main stream network devices, such as Cisco, Juniper, D-Link, etc.
- Operating System administration, including VMware, MAC, Windows XP, 7, 8, Windows Server 2008 (2012 R2)
- Active Directory (AD) administration, including user account management, and Security Policy configuration.
- Solid knowledge and skills in Group Policy configuration.
- Network storage (NAS, SAN) configuration and management
- Moderate knowledge and skills in Linux Server setup and Administration, such as Fedora, CentOS, Ubuntu
- Proxy Server setup and Administration, such as squid

Security

- Knowledge of modern network security threats
- Firewall (ASA, H3C) configuration and management
- knowledge of IPS IDS and protect networks, servers and apps with them
- Knowledge of cryptographic such as SSL, IKE, SSH, configuration of public key, digital certificates
- Knowledge and configuration of VPN over Linux, Windows servers
- Security testing

Web Development and Scripting

- Web development, including use of HTML, JavaScript, Ajax, and PHP
- PowerShell, Python, Bash shell scripting according to company need

Databases

- Principle of database design
- SQL queries
- Database Performance Tuning and Query Optimization
- Database setup, management, and security (MySQL, MS SQL)

Software

- SCCM for Windows operating system and software deployment, configuration
- Monitoring software, such as Nagios, Splunk
- MS Office 2007-2013, Office 365 setup, configure, and troubleshooting
- Backup software such as Norton Ghost suite, Acronis Backup

Other

- Time management skills
- Fast learning and eager to new technologies
- Work under pressure
- Effective Communication skills

References: Supplied Upon Request