

KHANG NGUYEN

(316) 302-9288 | nguyekha02@gmail.com | <https://www.linkedin.com/in/khang-nguyen-838905240/>

SUMMARY

IT professional with a solid technical foundation and a passion for learning. I bring 2+ years of experience in IT support, with a focus on effective communication, collaboration, and problem-solving. I love growing my technical skills through my home lab and side projects to expand my knowledge. I'm excited to leverage my skills to enhance support, solve issues, and make lives easier.

EDUCATION

Butler Community College MAY 2021
AS Degree & Cyber Security Certificate

CERTIFICATIONS

CompTIA Network+ JUNE 2023
CompTIA Security+ JULY 2023

WORK EXPERIENCE

Systems Analyst
DB Schenker OCT 2023 – JAN 2025

- Managed user accounts and access rights for enterprise applications, including Active Directory and Office 365.
- Troubleshooted a wide range of devices, including PCs, laptops, Apple and Samsung phones, as well as printers
- Built positive working relationships with users by providing timely, empathetic support and translating technical details into user-friendly language.
- Manage infrastructure support, performing quality control checks to ensure reliability and security.
- Known for clear communication when training users on system capabilities and troubleshooting techniques, resulting in increased user satisfaction and operation efficiency.

Network Connectivity Support Technician
Digital Office Systems SEPT 2022 - OCT 2023

- Efficiently managed an IT ticketing system to track, prioritize, and resolve issues.
- Provided remote desktop and phone support to diagnose and resolve technical issues/questions.
- Collaborated effectively with other IT professionals, utilizing feedback and knowledge-sharing to resolve incidents.
- Delivered personalized training and technical support to non-technical users, instructing them common troubleshooting techniques that reduced repeated support calls.

TECHNICAL PROJECTS

Portfolio : <https://github.com/LoneWarrior99>

Project Name:

- **Phishing Analysis**
 - o Conducted hands-on phishing analysis, dissecting email headers, body content, and links to identify red flags. This experience emphasized the importance of clear communication and training to protect users from these attacks.

- **Network Traffic Monitoring and Attack Detection**
 - Used Wireshark to analyze traffic and detect suspicious activities, such as Nmap scans and cleartext protocols.
- **Python Tools**
 - Developed a set of Python tools for common cybersecurity tasks, including a network scanner, web scanner, and password generator. This project gave me hands-on coding experience, creating tools that can save time on repetitive tasks and improve security checks.
- **Incident Handling with Splunk**
 - Mapped attackers' activities into all 7 of the Cyber Kill Chain Phases using Splunk as the SIEM solution with ingested logs from the provided web server / firewall / Suricata / Sysmon. Working with Splunk in this project showed me how incident response workflows operate, from detecting anomalies to investigating root causes and making improvements to prevent future incidents.