

KHANH N LE

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SUMMARY

2 years MSP remediation across 150+ clients. Restore service via incident response, PowerShell automation, and on-site maintenance across 50+ hybrid environments. Seeking deeper infrastructure ownership and operational excellence across complex, high-availability environments.

CERTIFICATIONS

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|-----------------|----------|---------------------------|----------|
| • AZ-900 | Aug 2025 | • CompTIA Network+ | Jul 2024 |
| • MS-900 | Jun 2025 | • CompTIA A+ | Jun 2024 |

CORE SKILLS

- **Cloud Identity:** Multi-Tenant Entra ID/Azure AD (Hybrid Sync, Conditional Access), Microsoft 365 Suite, Intune MDM
- **Systems:** Windows Server, VMware ESXi, Hyper-V, Imaging, Patch Management (WSUS/SCCM)
- **Network Security:** TCP/IP, VLANs, VPN/Firewalls (WatchGuard, Fortinet, SonicWall), Cisco Umbrella, BitLocker
- **Automation:** PowerShell Scripting (Bulk Provisioning, Security Hardening), API Integrations, Automated Audit Reporting
- **Disaster Recovery:** Datto BDR, Veeam, Azure Site Recovery, Sub-30-Minute RTO Validation, Bare-Metal Restoration
- **Service Management:** ITIL Change Control, KB Documentation Standards, Root-Cause Analysis, SLA Adherence
- **Compliance/Governance:** HIPAA/NIST Framework Adherence, Privileged Access Management (PAM), Audit Remediation

EXPERIENCE

Integris LLC Nov 2024 – Present
Systems Technician (MSP) Austin, TX

- Managed 50+ multi-tenant *Azure/On-Prem* environments; automated user provisioning, license optimization, and MFA enforcement via *PowerShell* to establish standardized documentation and zero-gap L2/L3 handoffs.
- Provided after-hours critical infrastructure response for 30+ client sites; restored 97+ P1 server outages, coordinating client and vendor for remediation to achieve 100% incident resolution SLA.
- Troubleshoot and resolved 12+ daily tickets across identity, VPN, infrastructure, and LOB applications; cut vendor escalation time by 66% while achieving 90% first-contact resolution through systematic infrastructure diagnostics.

Insight Global — Fort Bend ISD Jun 2024 – Oct 2024
Field Engineer Houston/Sugar Land, TX

- Executed *Windows* zero-touch imaging for 46,000+ endpoints across 45+ campuses in 90-day window; maintained 99.5% inventory accuracy and zero chain-of-custody discrepancies.
- Managed lifecycle transitions for 2,000+ legacy devices; provisioned 150+ classroom/lab environments via *Intune* with coordinated site logistics to deliver zero educational downtime during semester refresh.
- Configured *Active Directory* OUs and provisioned 5,000+ student/staff user accounts; deployed *Group Policy* for Wi-Fi/printing access controls and achieved 98% first-deployment success rate.

PROJECTS

Enterprise Infrastructure Lab Sep 2022 – Jan 2023

- Managed Cross-Platform OS 6-VM domain infrastructure; deployed tiered *AD DS* with OU/GPO architecture to automate identity lifecycle for 50 simulated users with 100% policy compliance.
- Engineered infrastructure-as-code via *PowerShell DSC*; reduced environment provisioning time by 85% and eliminated configuration drift across endpoints.
- Validated disaster recovery proficiency through monthly testing; executed 20+ bare-metal restores with 100% success rate achieving sub-30-minute RTO.

Production Security Hardening Jan 2024 – Feb 2024

- Implemented zero-trust network perimeter via *pfSense* with 3-tier VLAN segmentation; isolated 25+ IoT endpoints reducing lateral attack surface by 90% while maintaining cross-zone availability.
- Optimized security monitoring via *IDS/IPS* tuning and ACL refinement; eliminated 80% of false-positive alerts and improved stability to 99.9% uptime over 30 days.
- Hardened DNS infrastructure with TLS encryption and threat filtering; blocked 1,200+ weekly malicious queries and reduced resolution latency by 40%.

EDUCATION

B.S., Computer Science, University of Houston Aug 2023 – Jul 2025
GPA: 3.4

A.A.S, Computer Science, Houston Community College Aug 2019 – Jul 2023
GPA: 3.5