

Duc (Duke) Nguyen

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United States Citizen | Trilingual: English, Vietnamese, Spanish

PROFESSIONAL SUMMARY

Results-driven SENIOR DATA CENTER OPERATIONS LEAD with 16 years of experience troubleshooting and optimizing complex enterprise systems. Proven expert in leading large-scale deployments, managing teams of 20+ technicians, and implementing secure, scalable infrastructure for Tier-1 global clients in financial and healthcare sectors.

TECHNICAL SKILLS

- **CORE:** Data Center Operations, Critical Facilities, SLA Compliance, Site Reliability Engineering (SRE).
- **INFRASTRUCTURE:** Rack & Stack, Server/Desktop Break-Fix, UPS, NAS/SAN, Cisco Networking.
- **MANAGEMENT:** Project Management, Vendor Relations, Change Management, Business Continuity.

PROFESSIONAL EXPERIENCE

Win Information Technology | Phoenix, AZ

Principal Infrastructure Consultant / Project Lead | Jan 2010 – Present

- **Strategic Site Engineering:** Trusted on-site lead for Super Micro at Aligned Data Centers; managed site reliability and hardware lifecycles for eBay and PayPal.
- **Large-Scale Team Leadership:** Directed a team of 20+ technicians for a Morgan Stanley branch migration, ensuring 100% uptime through innovative technical problem-solving.
- **HQ Infrastructure Relocation:** Led a mission-critical headquarters move for BMO Harris Bank, including rapid workforce training and zero-failure execution.
- **Technical Troubleshooting:** Served as the "Technical Brain" for high-compliance environments, resolving long-standing technical debt bypassed by traditional MSPs.

EDUCATION Arizona State University | Tempe, AZ Bachelor of Arts in Economics (Minor: Spanish)