

Son Tan

System Engineer

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Experience

System Engineer, VNETWORK JSC

May 2026 – Present

Previously: System Engineer Intern, Feb 2026 – Apr 2026

- Operate and troubleshoot customer-facing production services across **CDN, DNS, SSL/TLS, email/security, and network infrastructure**, focusing on service availability, incident response, and root-cause isolation.
- Diagnose incidents through Linux log analysis, DNS resolution, HTTP/header inspection, TLS certificate validation, connectivity testing, and service health checks across client, edge/CDN, and origin layers.
- Support IDC and physical server operations on Dell PowerEdge systems, including **iDRAC**, BIOS/hardware checks, deployment readiness, remote management, and network-device configuration.
- Completed hands-on infrastructure labs on physical servers with **VMware ESXi, Windows Server, Ubuntu, and Veeam Backup & Replication**, covering virtualization, backup jobs, restore validation, and operational troubleshooting.

Software Engineer Intern, Motorola Solutions Vietnam R&D Center

Oct 2025 – Dec 2025

- Contributed to **SmartShip**, a microservices-based logistics platform for real-time shipment tracking and delivery workflows.
- Built and tested RESTful APIs and worked across backend/mobile integration, requirements, edge cases, acceptance criteria, and service behavior. **Stack:** Node.js, Flutter, Next.js, PostgreSQL, Redis, MongoDB, Docker.

Skills

Systems & Virtualization: Linux (Ubuntu), Windows Server 2022, VMware ESXi, Dell PowerEdge/iDRAC, VM Provisioning, Nginx, VPS, IDC/Server Operations, Production Troubleshooting

Monitoring, Backup & Reliability: Prometheus, Grafana, Alertmanager, Veeam Backup & Replication, Full/Incremental Backup, VM Restore, Health Checks, Log Analysis, PostgreSQL Backup/PITR

DevOps & Automation: Docker, Docker Compose, GitLab CI/CD, GitHub Actions, Ansible, Git, Jira, Environment-based Configuration

Networking & Delivery: TCP/IP, DNS, HTTP/HTTPS, SSL/TLS, CDN, Cache-Control/TTL, Reverse Proxy, VPN, VLAN, Firewall, Routing/Switching Basics

Backend & Data Infrastructure: Python, FastAPI, JavaScript/TypeScript, NestJS, Django, REST APIs, PostgreSQL, pgvector, Redis, MinIO, MongoDB

Languages: Vietnamese, Khmer and English

Selected Projects

AI Ticket Operator | VNETWORK Internal Project

Jun 2026 – Present

- Operate a containerized platform using Spring Boot, Next.js, PostgreSQL/pgvector, Redis, MinIO, **Docker Compose**, and Nginx.
- Implemented observability with **Prometheus, Grafana, and Alertmanager** for application health, queues, JVM/host resources, external connectors, and backup/PITR status.
- Built **GitLab CI/CD** workflows with automated tests and image builds, staging deployment, smoke validation, controlled production promotion, and post-deployment health checks.
- Established PostgreSQL backup/recovery workflows with WAL archiving, off-site synchronization, PITR preparation, isolated restore drills, and recovery runbooks.

AI & Ansible Automated Incident Response System | Graduation Thesis

2025 – 2026

- Designed and deployed a three-node Linux environment for traffic capture, ML inference, monitoring, and automated infrastructure response using **FastAPI, Python, Ansible**, and system services.
- Built a detection-to-action pipeline with logging, whitelisting, cooldown controls, execution history, and rollback support; achieved approximately **96.5% successful Ansible playbook execution** across invoked experimental actions.

AI Sales Agent | VNETWORK Internal Project

2026 – Present

- Built and productionized an AI-assisted platform using Next.js, NestJS, PostgreSQL, Redis, MinIO, BullMQ workers, Docker Compose, and Nginx.
- Implemented operational controls for service health, queue metrics, failed-job/DLQ retry, request/audit tracing, and AI usage/cost/latency monitoring; added GitHub Actions CI for builds and automated API tests.

VMware ESXi & Veeam Backup Lab | VNETWORK Internal Lab

Feb 2026

- Installed **VMware ESXi** on a physical server using UEFI/USB and iDRAC workflows; configured the ESXi management network with static IP, gateway, DNS, and hostname, then provisioned and managed Windows Server and Ubuntu virtual machines.
- Deployed **Veeam Backup & Replication** on Windows Server 2022, connected the ESXi host, configured a backup repository, and created backup jobs for an Ubuntu Server VM.
- Validated **Full and Incremental backups** and completed a successful **Full VM Restore** to ESXi; verified the restored VM and configured backup email notification and retry behavior.

Education

University of Management and Technology, Ho Chi Minh City, B.S. in Information Technology

Oct 2022 – Aug 2026

- CGPA: **3.78/4.0**; Global Scholarship: **360 million VND**.
- Focus: Software Engineering, System & Networking.

Universitas Negeri Jakarta, Indonesia, Exchange Student

Jun 2025

Awards & Publication

- **Third Prize**, The 34th Viet Nam IT Student Olympiad 2025, Software Open Source.
- **Third Prize**, UMT 2025 Student Scientific Research Competition, *Application of Artificial Intelligence and Ansible for Cyberattack Detection and Automatic Response*.
- **Building a Social Network with Django**, Proceedings of the 2024 UMT DECST Conference, Ho Chi Minh City, Viet Nam – Co-author.

Leadership & Activities

- **Technical Lead, UMT TechGen**; coordinated platform readiness, live issue handling, and technical operations for online contest and assessment systems.
- **Deputy Organizing Committee, UMT IT Student Olympiad 2024–2025**; supported academic technology activities and competition operations.