



# Michael Ngoc Tran

1604/111 Melbourne St. South Brisbane, QLD 4101

Mobile: +61 403 530 056 • [michael@stylised.com.au](mailto:michael@stylised.com.au)

## Professional Profile

A highly competent and skilled IT services, solutions and support Chief Technology Officer with a strong background in infrastructure, software, cloud computing, and networking, and with high level project management and enterprise solutions expertise. Robust technical aptitude and excellent business management/business development skills necessary for innovation and driving technological progress. With effective communication and interpersonal skills, as well as ethical principles and professionalism. Keys to success are critical thinking and decision-making skills, organisation, and wide knowledge of emergent information technology applications and trends. Interested to pursue Senior Technical Expert/Chief Technical Officer roles in highly dynamic and resilient company that is driven by the exciting innovations in the tech industry.

## EDUCATION

**Pilot Licence** / *Hemples Aviation* / **Ongoing**

**Netapp Certified Design Architect (NCDCA) for Clustered Ontap** / **2017**

**Certified Network Architect** / *Force 10* // **2014**

**PRIMERGY & ETERNUX DX Storage Courses** / *Fujitsu University* // **2013-2014**

- **PRIMERGY Server Design Architect**

- **ETERNUS DX Storage Design Architect**

**Checkpoint Certified Installation Specialist** / *Checkpoint University* // **2012**

**B.A. Health Science (Health Information Mgmt)** / *QUT* // **2001-2005**

**B.A. Information Technology (Info. Mgmt. Double Degree)** / *QUT* // **2001-2005**

## IT APPLICATIONS AND BUSINESS SKILLS

### Business Skills

- Competitors and Market Trends Analysis; Budget Planning and Prioritisation; Business Management; Contracts Administration; Conflict Resolution; Human Resources; Importation; Investor Relations; Project Management; Sales and Marketing; Training; Tender Submissions; Performance Reviews; Business Development
- Business Forms; Business Partnerships Management; Business Report Writing; Client Contract and Sales; Contract Negotiations

### Healthcare

- Creation of Medical Records Tracking Software; Visualisation Projects; Private Cloud Infrastructure; Electronic Patient management; Database Merging; Energy Efficient data Arrays

### Information Technology

- Detailed Architectural Design & Solutions Architecture Skills in Servers, Storage, Networking, Security and Infrastructure Automation. Competent in Many Various Programming Languages; Software and OS Applications (MS Office, Linux, Windows Server, etc.)
- Ongoing Learning: Artificial Intelligence; Block Chain Development; VLogging

### Data Centre

- Advanced Data Centre Skills; Power; Cooling; Security; Networking; Cabling; Operations

### Virtualisation and Cloud Computing

- Advanced Skills in VMWare Based Cloud Computing; Migrations; Application Architecting

## PROFESSIONAL COMMUNITY AWARDS

**NetApp Australia & New Zealand** /Data Visionary of the Year Award // Finalist **2017**

**Lord Mayors Award** /New Investment of the Year Award // Finalist **2009**

**Emerson Awards** /Globally Best Total Data Centre Solution// **2008**

## KEY PROFESSIONAL SKILLS

- Strong background in IT networking and technical support services delivery
- International Tech Evangelisation experience
- IT infrastructure leadership and management acumen
- Customer service and complex enterprise solutions
- Medical Information Management
- Cloud computing expertise
- Motivated and with initiative
- Highly proficient in numerical and literacy skills as well as managerial and administrative skills
- Paramount professional ethical conduct

## PERSONAL ATTRIBUTES

- Strong business sense
- Accountability for own actions
- Thorough and methodical
- Effectively delegate tasks and projects
- Respect for individual patient needs
- Enterprising and innovative
- Hardworking
- Highly adaptable and resilient

## REFERENCES

### Available Upon Request for:

- *Business/Leadership*
- *Data Centre*
- *Solutions Architecture*
- *VMWare & Virtual Networking*
- *Innovation & Product Development*

## CORE COMPETENCIES

- Excellent command of highly complex and multidisciplinary approaches to IT problem solving.
- Strong business acumen and an excellent working knowledge of business practices, approaches, organisation, and culture.
- Experience in starting and running own business, with effective business operations history.
- Effective project management skills, supervision, and overall task delegation, monitoring, and completion reporting; set clear and challenging goals to drive performance by providing prompt feedback, mentorship and coaching to team members.
- Demonstrate capability in diagnosing and restore complicated and challenging issues on the continuity and consistency of service delivery within customer's private networks.
- Excellent communication and interpersonal skills, working effectively in a diverse environment with colleagues, partners, clients and stakeholders from multidisciplinary and multicultural backgrounds.
- Liaise with customers to determine issues and possible approaches for rectification and restoration.
- Robust competencies in overseeing and managing performance and capacity planning for network.
- Expertise and operational knowledge of principles, practices, and methods of systems and network administration and maintenance, including procedures for establishing networks.
- Outstanding expert knowledge of internet/intranet technologies and techniques, including networking, plus various other aspects of IT technology, infrastructure development and management and creating innovative solutions to clients' issues.
- Effectively monitor and test system performance and provide solutions for problems and issues, while maintaining, tuning, and patching systems for optimum operation and security.
- High level analytical skills in resolving network-related problems, demonstrating history in installation, configuration and troubleshooting; provide pro-active change management with customers to ensure impact of service/network changes.
- Strong command of network architecture and basic theory and principles of network design.
- Noted background in database management systems and software, including architecture tools, commands and utilities applicable to systems administration responsibilities.
- Support technically complex, specialised audits and checks to ensure compliance with design standards and parameters.
- Advanced and innovative approaches to principles, practices and techniques for troubleshooting and determining the causes of system, computer, and related hardware errors.
- Initiative in implementing upgrades and maintenance for servers and associated operating systems and storage systems.
- Sense of urgency in attending to time-sensitive fixes and responses to customer's issues; minimise down-time and improve overall speed of service and response rate.

## BUSINESS EXPERIENCE

### **Chief Technology Officer/Former CEO/Founder / *Digital Sense Hosting // 2006-Present***

- Manage the technology research, development and expansion of own company that addresses critical infrastructure.
- Engage in extensive international research, and attain a highly respected position in the data centre and cloud community as a subject matter expert.
- Grown skills and expertise in a variety of critical functions including sales, management, operations and executive reporting in a fast growing business from its infancy to maturity.
- Exemplify strong financial acumen by planning and forecasting expenses and income, whilst displaying in depth knowledge of markets and changing business environment.
- Ability to seamlessly integrate new solutions into production, melding tried-and-tested approaches with innovations to deliver business outcomes.
- Implement company policy and uphold the objectives and goals of the company, focusing on growth, profits and increased shareholder return.
- Leverage excellent awareness of systems and products in integrating functionalities for a vast array of innovative solutions.
- Formulate strategies so that operations are geared towards achieving excellent bottom line and results.
- Display adaptability in negotiating to resolve outstanding issues and to deliver the best results for the client.
- Keep abreast with newly emerging trends in order to adapt to best practices in the IT and technological field.
- Identify operational performance measures, especially financial and managerial figures and targets.
- Display excellent negotiation skills, adding value to clients' projects by engaging in complex problem solving and robust decision-making
- Cover high level roles and responsibilities including top C-Level and top technical escalation for incident resolution.
- Develop product roadmaps and plan product life-cycle management across a broad range of technical services.
- Work with customers to understand their requirements and develop the corporate innovation strategy.
- Project manage large scale migrations of physical data centre relocations and virtual cloud migrations.
- Perform other ad-hoc administrative and business-end functions such as vendor negotiations, implementation, public relations, industry standards development, lead software development, head project management and head data centre design.

**CEO/Founder/Director** / *Thwak* // 2002-2006 (Merged and Formed Digital Sense Hosting with new Investors).

- Performed Development, Sales and Marketing roles.
- Created large scale e-retail application in line with lead programmer role.
- Developed Virtual Private Server environment.
- Purchased, built, implemented and managed servers.
- Served as the data centre manager.
- Rolled up the company and transitioned into Digital Sense Hosting, a company co-founded to provide infrastructure needs and to respond to IT challenges.

**Manager** / *Australian Internet Development* // 2000-2002 (Business Converted into Company "Thwak" when I turned 18).

- Pioneered in managing one of the first e-commerce businesses in Australia.
- Assisted in the development of internet-based languages.
- Created e-commerce solutions, search engines, and marketing systems for various clients and diverse applications.

## PREVIOUS EMPLOYMENT HISTORY

**Chief Technology Officer/Health Information Manager Assistant** / *Moreton Eye Group* // 2003-2008

**Digital Multiplexing & Lighting Engineer** / *Skypak/ICS* // 2000-2003

**Visual Effects Specialist** / *All Access* // 2002-2006

## PROFESSIONAL ASSOCIATIONS

**Kinetic Ethernet Storage Foundation – Founding Member (2015)** – Establishing Native Object Storage Standards

**BISCI – Data Centre Standards Group (2010)** – Establishing Commercial Data Centre Practices

**AS2834 Standards Revision Board (2008)** – Establishing National Data Centre Standards

**Uptime Institute Executive Advisory Board Member (2008)** – Contributing to Data Centre Market Development

**HL7 – Medical Digital Communication Language/Protocol (2007)** – Advancing Medical Communication

**DICOM – Medical Imaging Communication Language/Protocol (2007)** – Advancing Medical Imaging

**HIMAA -Health Information Management Association Australia (QUT Alumni)**

**Australian Computer Society (QUT Alumni)**

## RECENT CONFERENCES AND PROFESSIONAL MEMBERSHIPS

**Speaker / VIP Delegate** / *NetApp Insight* // Las Vegas, NV, USA // 2014, 2016, 2017

**VIP Delegate** / *VMWorld* // Las Vegas, NV, USA // 2008, 2016, 2017

**Speaker** / *Gartner Symposium* // Gold Coast, Australia // 2017

**Speaker/ Experts Panel** / *Cloud & Data Centre Strategy Summit* // Gold Coast, Australia // 2017

**Speaker/ Experts Panel** / *vForum* // Sydney, Australia // 2013, 2016

**Innovation Demonstration** / *Seagate R&D HQ* // Longmont, CO, USA // 2016

**Speaker/ Experts Panel** / *Seagate Global Roadshow* // Cebu, Philippines // 2015

**Speaker/ Experts Panel** / *NetApp Roadshow* // Brisbane + Auckland + Wellington // 2014

**Speaker/ Experts Panel** / *Microsoft/NetApp Next Generation Medical Storage* // Sydney, Australia // 2014

**Speaker/ Experts Panel / VIP Attendee** / *Data Centre Summit* // Sydney // 2008, 2009, 2010, 2012, 2014

**VIP Delegate** / *Open Compute Summit* // San Jose, CA, USA // 2014

**VIP Attendee** / *Dell Partner Symposim* // Queenstown, New Zealand // 2013

**VIP Attendee** / *EMC Briefing (Storage Technology)* // Singapore // 2013

**VIP Attendee** / *Data Centre Dynamics* // Seattle // 2010

## RECENT EXECUTIVE BRIEFINGS

**Fujitsu** / *Fujitsu Forum* // Munich, Germany + Tokyo, Japan // 2013, 2014, 2015, 2017

**Huawei** / *Huawei Connect* // Shanghai, China // 2015, 2016

**NetApp** / *Storage Grid Architecture* // Seattle, WA // 2014

**Dell** / *San Jose- Silicon Valley, USA* // 2014

**NetApp** / *San Jose- Silicon Valley, USA* // 2014

**Yahoo** / *Yahoo's Position and Stance Against Apple and Microsoft* / *San Jose- Silicon Valley, USA* // 2010

**Intel** / *Intel Roadmap for Power Consumption & Density* / *San Jose- Silicon Valley, USA* // 2010

**SuperMicro** / *Super Computer Nodes & Cloud Hybrid Nodes* / *San Jose- Silicon Valley, USA* // 2010

**CISCO (UCS)** / *CISCO UCS Preview* / *San Jose- Silicon Valley, USA* // 2010