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Technical Support Team Lead / Linux Administrator

Infrastructure-focused support leader with hands-on Linux administration, troubleshooting, monitoring, and hosting operations experience.

PROFILE

Technical Support Team Lead and Linux Administrator with experience across Linux systems, customer-impacting incident resolution, monitoring, and self-hosted infrastructure. Combines practical hands-on troubleshooting with leadership in support workflows, escalation handling, documentation, and service quality improvement.

EXPERIENCE

Technical Support Team Lead

Contabo GmbH · Prague, Czechia / Hybrid · July 2024 – Present

- Lead and support technical support operations in a hosting and infrastructure environment.
- Coordinate troubleshooting, escalation, and resolution of server, network, and customer-impacting issues.
- Support team workflows, technical analysis, and consistent service quality.
- Work closely with Linux systems, hosting services, monitoring, and infrastructure-related support cases.

System Administrator

Contabo GmbH · Prague, Czechia / Hybrid · December 2023 – July 2024

- Managed servers, networks, and security-related systems.
- Monitored system performance, resolved technical issues, and supported users/customers.
- Contributed to infrastructure reliability, operational troubleshooting, and service maintenance.

Linux Administrator

vshosting~ · Prague, Czechia · November 2022 – December 2023

- Maintained Linux servers, hardware, applications, and supporting software.
- Investigated and resolved technical issues across Linux-based environments.
- Monitored system performance and supported security/compliance standards.

Junior Linux Administrator

vshosting~ · Prague, Czechia · July 2021 – November 2022

- Supported Linux administration, server maintenance, and operational troubleshooting.
- Assisted with service checks and customer-impacting technical issues.
- Built practical experience in hosting operations and Linux system administration.

First Line Support Engineer

Atos IT Solutions and Services A/S · Prague, Czechia · October 2018 – June 2021

- Provided first-line technical support in person, by phone, and through remote tools.
- Troubleshoot user, device, connectivity, and service desk issues.
- Documented incidents and supported timely request resolution.

CORE SKILLS

Technical support leadership

Linux administration

Incident troubleshooting

Escalation handling

TCP/IP & connectivity

Monitoring / observability

Server maintenance

Windows support

Red Hat / RHEL

Documentation

HOMELAB

Self-hosted infrastructure including web server, mail server, Plex, VPN, Grafana, Telegraf, InfluxDB, MariaDB, Nextcloud, and Bitwarden.

EDUCATION

High School Diploma

Gymnázium Cheb
September 2007 – June 2015

CERTIFICATIONS

Red Hat Certified System Administrator

Issued Aug 2020 · Expired Aug 2023
Credential ID: 200-124-535

European Certification of Digital Literacy

April 2012

First Certificate in English (B2 First)

February 2011

LANGUAGES

Czech · Vietnamese · English