Vince To

Education

Degree in Bachelor of Information Technology – Carleton Univ.   (2004-2008)
Diploma in Advanced Technology – Algonquin College   (2004-2008)

Brief Technical Background Overview

• Experienced with Windows (2000 - 2012), Linux (Centos, Fedora, Ubuntu, Debian)
•Experienced with industry standard web applications and protocols such as but not limited to
the following: Apache, IIS, Nginx, Bind, FFMPEG, Exim, MySQL, MSSQL, DRBD, VPN, FTP, DNS, TCP/UDP,
SSH, SCP, RSYNC, TCPDUMP
•Virtualization technology such as VMware, Xen, openVZ, KVM
•Knowledge of computer languages such as: C++, C, Java, HTML, PHP, jQuery, JSON, BASH, Perl
(in progress)
•Web control panels such as cPanel, Plesk, DirectAdmin, OnApp, UberSmith, SolusVM

Employment History

Company Owner   **(November 2003-Present)**
Reliant-web.com, Hamilton, Ontario, Canada
Job description: As technical personnel, I was responsible for handling technical support tickets,
maintaining Linux servers, taking care of customer's issues and installation of various web related
software. Maintain remote and local servers.

Company Owner & PHP Developer   **(Feb 2016-Present)**
RentalMasterApp.com, Hamilton, Ontario, Canada
Job description: Design, plan and code a brand new web application that focus on real estate rental
using a custom framework.

Level 2 Technical Support   **(May 2014-January 2016)**
ServerMania, Hamilton, Ontario, Canada
Job Description: Resolve escalated tickets passed on by Level 1 co-workers. Provide technical knowledge
to co-workers.

> • Install and maintain VPS nodes
> • Resolve escalated issues regarding network, hardware, software

Level 1 Technical Support   **(November 2013-May 2014)**
ServerMania, Hamilton, Ontario, Canada
Job Description: Deployment of dedicated servers, VPS servers and OnApp servers. Provide support to
dedicated server, OnApp server. SolusVM Xen/OpenVZ via support ticket.

Job Outline:

- Remotely install and configure dedicated servers using IPMI
- Deploy VPS containers
- Provide initial ticket response within 15 minutes SLA

Job outline:

- Support clients billing and technical issue via an online support software or phone
- Responsible for up keeping servers (attempt to achieve zero downtime for clients while performing maintenance)
- Maintain DNS(BIND)/email(EXIM)/apache services
- Maintain proper security on servers (audit server logs)
- Setup software related to company's functions such as billing and support software

Server Administrator / Web Programmer / Helpdesk Support (Aug 2010-Aug 2011)
I010.com Inc., Markham, Ontario, Canada

Job Description: As a server administrator, I was responsible for Windows and Linux servers' upkeep. Installing and maintaining the web hosting servers, email servers, MySQL servers at a remote datacenter. As a web programmer, I was responsible for creating PHP scripts, coding HTML layouts and creating addon modules for existing scripts. As a helpdesk support, I was responsible for maintaining a small group of desktop computers, printers and network, ensuring they are fully operation for my colleagues.

Job outline:

- Install, maintain and managed web hosting servers (http, email, database)
- Install, rack, and configure servers at datacenter
- Support shared hosting clients remotely via telephone
- Debug and patch up custom PHP scripts
- Support small local LAN network which consist of desktops, laptops, printers, fileservers, routers, switches

Phone/Email Technical Support(NOC Support) (Dec 2008-May 2009)
Millennium Data Systems Inc., Vaughan, Ontario, Canada

Job Description: As a phone support technician I was required to troubleshoot customer's problem and resolve it over the phone if possible. As an email support technician I was required to answer support tickets in a timely manner. Support area includes wireless (WiMax) and web hosting (shared hosting, dedicated server, VPS servers, domain names)

Job outline:

- Support wireless (WiMax) and web hosting customers via telephone and email
- Guide customer on how to troubleshoot their wireless connection over the phone
- Diagnose website, domain name, DNS, dedicated server, VPS issues