

VINH TRAN

Systems, Integrations & IT Operations

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SUMMARY

Systems and integration analyst in financial services IT. Owns endpoint and integration engineering for a \$2B, ~300-employee credit union run by a 10-person IT department, and manages its Tier 1 help desk. Builds the connective tissue between vendor platforms that do not natively talk to each other: custom API integrations, identity reconciliation across four systems of record, and automation pipelines that replaced manual work. Prior Epic ClinDoc analyst (certified, 2019) on the security-and-access side of inpatient clinical documentation.

CORE SKILLS

Identity & Access: Microsoft Entra ID, Active Directory, Group Policy, Intune, SSO app integration, MFA, Conditional Access, least-privilege security-group design, LAPS, user lifecycle automation

Integration & APIs: REST and XML/HTTPS APIs, Microsoft Graph, MCP server development, schema crosswalking, vendor API reverse-engineering, ETL pipelines

Endpoint Platform: Windows fleet at ~495-device scale; MDT/PXE zero-touch imaging into PDQ Deploy with auto domain join, Entra enrollment, and LAPS, over a geographically optimized DFS namespace; SolarWinds Service Desk, CrowdStrike, PrinterLogic, incident and change management

Scripting & Automation: PowerShell, Python, Node.js, JavaScript, SQL, Bash, Power Automate, n8n orchestration

AI & LLM: Claude API, MCP servers, LLM summarization and classification in production, Whisper speech-to-text, self-hosted inference

Financial & Healthcare: Jack Henry Symitar, Alkami, MeridianLink, IMM E-Sign, Synergy/ECM; Epic ClinDoc build and support under HIPAA

EXPERIENCE

Help Desk Manager / Systems Administrator | OnPath Federal Credit Union, Metairie, LA Mar 2023 - Present

- Endpoint and integration engineering for ~495 devices across ~20 branches; reports to the CIO; manages Tier 1 staff. Promoted from IT Help Desk (2023-2025) in a post-merger environment carrying substantial integration debt.
- Built the imaging pipeline end to end: MDT over PXE into PDQ Deploy with automatic domain join, Entra enrollment, and LAPS deployment, served from a DFS namespace with geographically placed replicas so branches image from the nearest target.
- Designed a four-system identity reconciliation pipeline in PowerShell joining Intune, Active Directory, SolarWinds ITSM, and the remote-support platform, emitting discrepancy, shared-device, and orphan reports with an optional write-back path.
- Built and deployed a custom MCP server in Node.js (XML over HTTPS) exposing the MeridianLink lending platform to natural-language queries; authored field-mapping and status-code documentation for maintainability.
- Re-architected call handling into a self-hosted transcription-to-ticket pipeline (n8n, FFmpeg, Whisper, LLM classification, SolarWinds ticket creation) after licensing analysis showed per-seat premium connectors would not scale.
- Rebuilt the service desk experience on top of the vendor platform: custom staff-facing intake and a tech-facing console shaped around real intake, triage, and resolution workflows.
- Delivered the UEFI Secure Boot certificate migration (KB5025885) across ~350 endpoints as a staged, change-managed rollout with a custom per-stage completion scanner; automated Dell Command Update remediation.
- Built a Python polling integration across 18 branch card printers, surfacing maintenance telemetry management had never had.

IT Epic Analyst Associate, ClinDoc Team | Ochsner Health, New Orleans, LA Jul 2019 - Oct 2020

- Configured, tested, and supported Epic ClinDoc with primary focus on security and access configuration enforcing least-privilege access to PHI under HIPAA. Epic ClinDoc certified, 2019.

Production Manager | OPA Signs & Graphics / Pro Signs & Graphics, New Orleans, LA Jan 2013 - Jul 2019

- Ran a CAD-to-CAM-to-machine toolchain driving CNC routers and laser cutters; standardized repeatable jobs into documented processes. Full portfolio at vinhtran.us/portfolio.

HOMELAB

Self-funded six-node environment run to production discipline: OPNsense and a Tailscale mesh with zero exposed ports, self-hosted Git as source of truth with pre-commit secret scanning, Vaultwarden-backed credential tooling, a GPU/EPYC inference server running local LLMs, and dev-before-prod change flow. This resume's website is self-built and deployed to Cloudflare Pages by pipeline.

EDUCATION

Accounting coursework, University of New Orleans

Pre-pharmacy coursework, Xavier University of Louisiana

Epic ClinDoc certification (2019) | Languages: English and Vietnamese, fluent