

Peter Sim

Senior Technical Support Advisor

Learn from Failures and be better next time

✉ peterjsim@gmail.com

📞 2068169516

📍 Lakewood

🌐 [linkedin.com/in/peter-sim-82575b8b](https://www.linkedin.com/in/peter-sim-82575b8b)

SKILLS

Network Security

Digital Forensics

Linux

Windows Server Administration

Windows Desktop Support

Virtualization

osX(macOS) and iOS Support

Customer Service

PC & Apple Hardware Support

Cisco Networking

Active Directory

Penetration Testing

WORK EXPERIENCE

Senior Technical Advisor

Apple

10/2014 - 03/2020

Cupertino, CA

Achievements/Tasks

- osX(macOS) and iOS Client Support
- Achieved Top 5% Metrics among 3000 employees
- Customer Service

Contact: Apple HR - 800-473-7411

Technical Support Specialist

Plumchoice

02/2014 - 07/2014

Lowell, MA

Achievements/Tasks

- PC Software Troubleshooting
- Client consulting
- Customer service

Contact: Contact n/a - PlumChoice had been acquired by Allstate

Tier2 Network Support Representative

Nintendo of America

12/2013 - 12/2013

Redmond, WA

Seasonal Contract

Achievements/Tasks

- Network troubleshooting
- Customer service
- Router troubleshooting

Contact: Nintendo Corporate - 425-882-2040

Counter Intelligence Agent

BestBuy/GeekSquad

06/2006 - 10/2012

Seattle, WA

Achievements/Tasks

- PC and Apple Hardware and Software Troubleshooting
- Client consulting
- Customer Service

Contact: BestBuy HR - 866-692-2947

LANGUAGES

Korean
Full Professional Proficiency

English
Full Professional Proficiency

EDUCATION

Network Operations & System Security Clover Park Technical College

07/2019 - Present

Lakewood, WA

Degrees/Certificates

- NOSS Computer Technician Certificate
- NOSS Server Administrator Certificate
- NOSS Network Administrator Certificate
- Associates of Network Operations System Security Degree will be obtained in June 2021

- NOSS Computer HelpDesk Technician Certificate
- NOSS Linux Server Administrator Certificate
- NOSS System Security Professional Certificate

REFERENCES

Jay Lanphier

"Network Operations and System Security Instructor at Clover Park Technical College"

Contact: jay.lanphier@cptc.edu - 253-589-5714

CERTIFICATES

Microsoft Technology Associate (01/2020 - Present)

98-349 MTA: Windows Operating System Fundamentals

CompTia A+ Certification (04/2014 - 04/2017)