SEM TEAN WONG

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==================================== SUMMARY ====================================

I am an energetic, dynamic and successful in IT User Support Specialist experience. I also play a very important role in all my past working experience in helping my teammate increasing their work efficiency as well as troubleshooting any machinery issues and make sure the production line is smooth and perfect condition. That is the reason why I still love troubleshooting any technical issues. I would like to use my various experience to make a positive contribution in IT technical support field.

==================================== HIGHLIGHT ====================================

- ❖ Technical Support, Hot Fixes, upgrades and system upgrade
- ❖ Troubleshooting, Performance tuning for End User
- ❖ MS Office Proficient
- ❖ Windows XP/7/10, Active Directory, Office 365
- ❖ Ability to learn quickly, positive attitude, energetic, trainable and ability to multi-task
- ❖ Motivated, self-starter and great priority planner to meet the urgency requirement

- ❖ Knowledge of desktop, PC Hardware architecture build methodologies and other IT disciplines
- ❖ Team oriented and excellent in customer service skills
- ❖ User training on emerging technologies
- ❖ Ability to handle fast-paced environment
- ❖ Multi-lingual in speaking and writing English, Mandarin and Malay

==================================== EXPERIENCE ====================================

Backroads. Inc
Berkeley, California

IT User Support Specialist   Jan 2020 - Present
- Installing, system support, upgrade, configuring, imaging, PC refresh, troubleshooting and testing computer hardware, software, networks, printer and remediate all IT manage hardware
- Performs set-ups, break-downs, and transports of equipment, such as monitors or CPU on an as-needed basis for new and existing end users
- Identify, research and resolve technical problems
- Provide technical assistance by responding to inquiries from end-users regarding questions, problems, or errors about hardware or software by Teams messenger, email, or ticketing system
- Creating/configuring new user accounts, email, phone system and technology provisioning and manage all IT aspects for new hires and moves
- Managing Active Directory, Office365, exchange online for users, admin, converting mailbox to shared mailbox and basic systems
- Accomplish server reboots/shut-downs and perform basic troubleshooting and escalation to systems support when needed
- Contact and collaborate with software and hardware vendors to solve high level technical issues as needed

Worldwide Techservice
Bay Area, California

Engineer   Jul 2019 - Dec 2019
- Providing customer break fix support for designated equipment
- Works within established customer service satisfaction criteria Accepting and delivery of all service calls assigned
- Accept and deliver all service calls assigned within the established service level agreements
- Completing all administrative tasks associated with each call
- Responsible for control and return of assets and inventory
- Provide functional guidance to colleagues

AMtec Industries. Inc
Pleasanton, California

Infrastructure Support Specialist   Nov 2013 - Mar 2019
- Hoffman Steinhauer CNC Machinist, Laser Engraver, Roland Printer specialist.
- Troubleshooting and resolve issues CNC machine, Laser and Roland Printer machine if any technical problem detected.
- Phoenix Contact Wiremarker and Terminal Marker service provider for the production line and control panel electronics components assembly.
- QT9 QMS software Document controller assistant and system administrator. Creation of QT9 QMS Supervisor Login Ids for Team member with specific permissions and privilege according with their department and job duties. Help to troubleshoot the issues and QC reporting if any case reported.

Jebsen & Jessen Communications Solution Malaysia
Petaling Jaya, Selangor, Malaysia

Technical Support Service Engineer   June 2011-June 2013
- Provide Service Support on Performance monitoring, Administration, Maintenance and Troubleshooting of NICE Logger platform from 8.X system/ 3.X recording for Business user Contact Center
- Provided technical support service on Telecom PABX voice recording solution (NICE) for banking industries, insurance companies and call centers throughout Malaysia
- Configuration of Analog, Digital, VOIP, Agent Login Ids, addition of Agents (with specific permissions), Call station, extensions, upgrades, service pack installations, hot fixes updates, and any system change activities
- Problem analysis and proper problem resolution and Technical Guidance to reduce downtime in case of technical failures
- Perform backup of Nice Logger data as per requested by customer. Create and update documentation base on ticket case reported.
- Provided training for new users to understand the utilization of the recording system and collaboration technologies

============================= **Professional Development** =============================

JobTrain / Coursera
- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems and You becoming a power user
- System Administration and IT Infrastructure Services
- IT Security on Defense against the digital dark arts
- Window XP / 7 / 10 / Office365, Linux, Active Directory

============================= **EDUCATION** =============================

Google IT Support Professional Certificates   March 2019 – May 2019
JobTrain, Palo Alto, California

Associate in Technology Electronic Engineering   2006-2009
Tunku Abdul Rahman College, Kuala Lumpur, Malaysia