Ricky Chiu

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**415-533-5755**

**OBJECTIVE:**

Seeking an IT Desktop Support Position.

**Summary:**

* Twenty years of IT support experience, helpdesk/phone support/remote/onsite.
* Familiar with all versions of Windows OS and Microsoft Office, O365 and OneDrive, and Chromebook platform.
* Familiar with all brands of desktops and laptops hardware and software upgrade, image, configure, and troubleshooting.
* Five years of experience in implementing, troubleshooting, and supporting end-user technologies & services in medium to large-sized environments.
* Familiar with the helpdesk ticketing system ( HelpSTAR, Zendeck, Remedy).
* Well organized for workload and parts inventory.
* Very responsible for all tasks.
* Excellent customer service skills.

# EDUCATION AND QUALIFICATIONS:

* Microsoft Certified System Engineer 1999
* Microsoft Certified Professional + Internet 1999
* Diploma of Civil Engineer, Haking Wong Technical Institute, Hong Kong (1981-1984)

## **WORKING EXPERIENCES:**

**8/2019 – 04/2020 : IT Field technician, at Sonicautomotive/Buchanan**

**Technology.**

* Provide support and troubleshoot on all Desktop PC, Microsoft Surface, iPads, Printers at Car Dealers in different locations.
* Supporting users’ applications, Windows 7/10, Outlook, O365, VPN and One Drive.
* Supporting all hardware repair/upgrade of users’ desktop, new PC deploy.

**10/2014 - 03/2019:** ( 32 hours/week contract position )

**Desktop Support Consultant, IT Department at City of San**

**Rafael, Marin County.**

* Provided support on about 300 computers in all departments in the

citywide, including new PC deployed, or existing PC hardware

repair/upgrade.

* Provide support on Windows 7 and 10, Microsoft Outlook, Office 365, and OneDrive, including OS update, system repair, user account/profile corrupt, email problem, group policy configuration.
* Provided training to end-users about Office 365 and Microsoft One Drive.
* Provided support on all other applications using in each department, including installation, setup, repair, and upgrade.
* Provided a new system image on new PCs or existing PCs.
* Set up Cisco AnyConnect VPN on laptops, and remote desktop connection.
* Set up audio/video connection, projector connection in Council Chamber, and conference rooms.
* Provided support on ShoreTel IP phone system.
* Maintain and update Active Directory for new users or existing users, workstations, and other devices.
* New network/local printers set up or maintain existing printers with workstations.
* Provided virus protection, scan, and removal, also educated users with suspicious spam in email.
* Supporting Outlook/email on iOS and Android mobile devices and tablets.
* Onsite troubleshoot user’s network or any connections problems.
* Provided remote or phone support with user’s requests.
* Maintain and organize IT equipment inventory.
* Wi-Fi access setup: Verizon Mifi Jetpack, Cisco wireless access point, Cradlepoint mobile router.

**05/2001- 06/2017:** ( 05/2001- 09/2014 as a full-time position,

10/2014 - 06/2017 as a part-time position )

**IT/PC Technician, Atman Computer, San Rafael, CA94901**

* Custom build new computers, and small business servers and workstations.
* PC hardware installed or upgraded.
* All Windows Operating System Configuration: Windows NT, Windows 2000, Windows XP, Vista, Win 7 and 8.
* Mac OS setup and repairs.
* All laptops hardware repair or upgrade.
* All printers repair and setup.
* Provided System Imaging on new PC, upgrading the hard drive.
* Data back-up and recovery.
* Outlook/email setup.
* Virus removal and protection.
* Onsite Small business network setup, and cabling.
* Internet connection setup, routers, access points, switches configuration.
* Wi-Fi and switches configurations,
* Local/network printer’s setup.