**Sherwin Choa**

2413 Sierra Bella Corona, CA 92882 Schoa412@gmail.com | (909) 480-9133

**Career objective**

Hard-working and detail-focused individual with 1 years of IT experience aiming to utilize past experiences to best support fellow peers. Looking for a challenging yet rewarding opportunity to further develop IT skills and knowledge. Always willing to learn new things and expand myself. For example, currently working toward AWS certifications.

**Skill set**

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| --- | --- | --- |
| * Critical Thinking * Proficient Troubleshooter * Fast Learner | * Attention to Detail * Patient * Organized | * Willingness to Work After Hours * Microsoft Office Proficient * Bilingual English / Mandarin |

**Professional Experience**

**O2E Brands,** Vancouver, Canada Jul 2019 – Apr 2020

**Desktop Support Tier 2**

* Knowledgable of PC setup and installation, including peripherals.
* Provide technical support for over 200 employees, trouble shooting both hardware and software issues in corporate and sales center environment.
* Assist in transition of company to work from home within few weeks timeline.
* Provide remote desktop support.
* Perform data migrations, email configuration, and network mapping.
* Experience with multiple applications:
  + Manage Engine (Ticket System)
  + Active Directory
  + G Suite
  + Amazon Workspaces
  + Okta (Single Sign On)
* Manage stock of equipment, software licenses, and other IT related supplies
* Ensure positive customer satisfaction by resolving errors in timely manner and training on new updates

**Education**

**CHAFFEY COLLEGE**

Completed Associate of Science towards Computer Science (Sep 2013 – June 2017)

**KWANTLEN POLYTECHNIC UNIVERSITY**

Completed Diploma towards Computer Information Systems w/ Co-Op Education (Sep 2018 – Dec 2020)