



SAN JIAN QIAO

About Me

Recent Communications and Networking graduate (2023) with passion for maintaining network traffic. I gained experience to solve network problem and troubleshoot hardware in team during my internship.



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Ipoh, Perak

LANGUAGE

- English
- Malay
- Mandarin (fluent)
- Cantonese (fluent)

CERTIFICATE

- AWS Cloud Foundation
- Alibaba Cloud Certification
- Palo Alto Cloud Security Fundamentals
- Palo Alto Cybersecurity Foundation
- Palo Alto Network Security Fundamentals
- Palo Alto Security Operations Fundamentals

EXPERIENCE

FirstCom Sales and Service- Ipoh
Hardware Repairman -Intern
Oct 2022-Jan 2023

- Proficiently diagnosed hardware issues in PC and laptop devices.
- Expertly executed hardware replacements when necessary.
- Skillfully assembled new PC and POS systems with precision.
- Conducted expert repairs on various electronic devices.
- Effectively established LAN network connections for customers on-site, including cabling setup.
- Demonstrated exceptional communication skills while engaging with customers to comprehensively address their device-related concerns.
- Methodically inspected customer-submitted devices and proactively delivered solutions prior to commencing the repair process.
- Diligently performed data backups for customers prior to device formatting
- Successfully installed projectors in designated meeting rooms, ensuring optimal functionality.
- Expertly replaced DVR units within customer's factory premises.

EDUCATION

Universiti Tunku Abdul Rahman (Kampar)
Bachelor of Information Technology (Hons)
Communications and Networking
2018-2023

SKILLS

- Ms. Word
- Power Point
- C++
- Website developing (html, js, css)
- Cisco (packet tracer)
- MYSQL (xampp)
- Java