

NICK FANG

NZ Citizen with full drivers' license
Fluent Mandarin and English

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PERSONAL OUTLINE

Dedicated helpdesk professional with over 9 years of hands-on experience in retail/wholesale, architectural and healthcare industry. Skilled problem-solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve, and document user help requests for desktop, laptop, mobile, network and peripheral problems.

EXPERIENCE

The Heart Group Desktop Support

Apr 2021 - Present

Responsibilities:

- Install, troubleshoot, maintain, and support operating systems, desktops, networks and associated hardware, software, and databases, ensuring optimum system integrity, security, backup, and performance
- Assist project managers with IT-related implementations for projects when required.
- Formatting and creation of documents for IT processes and procedures.

Key Achievements:

- Built the IT knowledge pool from scratch.
- Assisted in the new patient management system deploy project.
- Work performance was appreciated and got pay rise in the first 3 months.

Jasmax Level 2 Service Desk Specialist

May 2019 - June 2020

Provided level 1 and 2 technical support for 200+ users.

Responsibilities:

- Same as what I did in Jacobsens plus:
- Handling complex issues which escalated from 1st line service desk.
- Closed 90% of trouble tickets on the first call without escalation.
- Software/system administration including MS Teams, Adobe Creative Cloud and Office 365.
- PowerShell Scripting for O365, Exchange administration.
- SOE management through SCCM Deployment Automation.

Key Achievements:

- Edited, tested, and deployed Windows10 1909 upgrade along with 10+ Architectural software update in one package to 300+ devices through SCCM.

- Generated and analyzed monthly reports of software license usage for IT manager.
- Organized and Setup WFH workstations for 200+ users.

The Buchan Group

June 2018 - Apr 2019

IT Administrator

Sole IT support and manage person for 3 NZ offices.

Responsibilities:

- Same as what I did in Jacobsens plus:
- Windows Servers management and VoIP infrastructure management (VadaXchange, IPFX).
- Office 365 and Exchange management including security configuration, the users & roles administration, SharePoint and Skype, and licenses management.
- Propose and Coordinate with Buchan AU IT Team to deliver IT projects for NZ offices.

Key Achievements:

- Phasing out 3rd party MSP, transferred workload from them.
- Upgrade and replace existing WIFI AP, add 4G failover connectivity in AKL office.
- Organizing and upgrading video conference devices in meeting room.

Jacobsen Creative Surfaces

Apr 2011 – May 2018

IT Support

Responsibilities:

- The only IT support in small internal IT team.
- Handle troubleshooting and resolution of faults with desktops, laptops, printers, network, mobile devices, and desk phones.
- Configuring and deploying new desktop systems including PC, laptops, Mac and iOS devices.
- Responsibility for maintaining and patching on-prem servers as MS Server 2008/2012 R2.
- IT Asset monitoring and management.
- Manage Backups Procedures (Veeam, ShadowProtect).
- Administration of Active Directory (Users & Groups), Exchange, DC(DHCP, DNS, GPO), VOIP, Terminal server.
- Experience with solving basic networking issues.
- Dealing with Vendors for IT purchases and repairs on behalf of business.
- Creation and management of internal user documentation.

Key Achievements:

- Documented existing procedures and created new plan for scheduled maintenance of servers and PCs.

- Assisted in server upgrade and migration.
- Rolled out companywide VOIP phone system upgrade – hardware and software.
- Supported end users increased from 50+ to 100+.

TelstraClear NZ - Call Centre Level 1 Helpdesk

2010 – 2011

Responsibilities:

- Technical support for Broadband, cable TV, Trouble shooting and escalating issues over phone.
- Entered service tickets into incident tracking system to facilitate faster problem identification and resolution.

INTERESTS

- Slowly renovating the house.
- Web Developing (Learning HTML, CSS, and JavaScript on Udemy).
- Reading.
- Enjoy the time with my 2 daughters.

REFEREES

- Available on request

APPENDIX ONE

Bachelor of Applied Information System

Major In Information Systems

Western Institute of Technology in Taranaki NZ (2008)

Comptia A+ Certification

Certified Training in MCP (Windows 7 and Server 2012)

ITIL Foundation V4 Certification in progress

