

Hiroaki Arai

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QUALIFICATION

- Excellent communication in English and Japanese both oral and written
- Microsoft Office (Word, excel and PowerPoint)
- Excellent skills for Windows7, 8, 10, Linux (CentOS7, ubuntu and Kali) and Mac OS
- Experience installing hardware and software systems
- Successful in maintaining and repairing equipment
- Programming experiences from freelance job (HTML5, CSS, Javascript, PHP and Wordpress)
- Certified IT Essentials by Cisco Networking Academy
- Ability to provide support for a wide range of technical issues and perform troubleshooting of issues related to hardware, operating systems and applications Having knowledge of CCNA (EIGRP, OSPF, RIP, BGP, PPP, VLANs, trunking, spanning tree)
- Extensive customer service experience, strong team-player, quick learner, hardworking and goal oriented with strong ability to work peacefully and efficiently under pressure

EDUCATION

Computer System Technician Program

January 2017 – April 2018

George Brown College, Toronto, ON

Relevant Courses

- UNIX Essentials, UNIX System Administration, and web server administration
- IT Essentials by Cisco
- Windows Servers Active Directory configurations and Windows Server Network Infrastructure
- Introduction to Networks – CCNA1, Routing and switching essentials – CCNA2, Scaling Networks – CCNA3 and Connecting Networks - CCNA4

Bachelor's in economics

April 2008 - March, 2012

Rikkyo University, Tokyo, Japan

PROJECT

WordPress web application for IT company

<http://www.fb1122.com/>

- helping customer understand their service
- creating accessible communication channels between customer to company
- technical support for hosting

Designing Windows Server for web administrator

- configuring active directory
- configuring TCP/IP and DNS
- implementing DHCP
- Auditing file system permissions and policy changing
- Deploying VPN server

Designing Linux Server for system administrator

- Configuring network interfaces
- Managing users and groups
- Auditing ownership and permissions
- Configuring samba on centos7

Experience

Data Analyst – IT customer support

Cognizant Technology Solutions Canada, Inc.

April 2018 - Present

- Analyze and interpret complex data sets and apply client's policies
- Provide support to end users on a variety of issues including, but not limited to software, hardware, and peripherals
- Identify, research customers' problems, and solve their issues (troubleshooting)
- Document, record, track and review all issues to improve the productivity of the IT department.
- Report trends and suggest improvement plans to managers
- Join a pilot team of new internal tools and report the results
- Act as a team leader and solve internal issues
- Train and support new hires

Chef

Zakkushi, Japanese restaurant, Toronto, Canada

August 2013- September 2014

- Negotiated and concluded the treaties with suppliers
- Managed and organised the stock of the restaurant
- Assisted Restaurant Manager with providing a strong leadership and control in restaurant, while ensuring that all customers receive outstanding service and best quality meal

Professor Assistant

Rikkyo University, Tokyo, Japan

August 2011 – March 2012

- Developed and implemented innovative instructional methods.
- Prepared high quality support materials using online resources, electronic library information systems for use in the Professor's book.
- Translated online and printed resources from English into Japanese