**English for IT (Technical Profile)**

**Summary:** Dedicated and courteous Helpdesk Support Specialist with extensive experience in software repair and maintenance, remote troubleshooting, and hands-on desktop fixes. Adept at managing support requests, performing system configurations, and providing advanced technical support for Microsoft Outlook and Office 365. Skilled in network configuration, DNS management, and cloud recovery solutions.

**Key Responsibilities:**

* **Tickets Requests:** Handle incoming support requests from users promptly and courteously, ensuring a high level of customer satisfaction.
* **Remote Troubleshooting:** Utilize remote tools to take over user equipment for software repair and maintenance.
* **Desktop Fixes:** Perform hands-on fixes at the desktop level, including installing, upgrading, and patching software, BIOS, and firmware. Implement file backups and configure systems and applications.
* **System Maintenance:** Test, maintain, monitor, and troubleshoot end-user workstations, hardware assets, Windows domains, VPNs, Windows Access, BitLocker requests.
* **Escalation Procedures:** Follow escalation procedures in real-time to ensure timely resolution of complex issues.
* **Microsoft Outlook:** Provide advanced support for Microsoft Outlook, including creating rules and filters, managing multiple accounts, and using the Send/Receive Groups feature. Handle profile creations, IMAP, and POP3 configurations.
* **Network Configuration:** Flush DNS, perform DNS lookups, renew DHCP, and check TCP/IP settings to ensure proper network configuration.
* **Testing and Recommendations:** Run tests and interpret results to make effective recommendations for system improvements.
* **Upselling:** Upsell and spontaneously offer additional products and services to enhance user experience.

**Skills:**

* Excellent customer service and communication skills.
* Proficient in remote troubleshooting tools and techniques.
* Strong knowledge of software installation, upgrades, and patching.
* Expertise in Microsoft Outlook and third-party vendors.
* Solid understanding of network configuration and DNS management.
* Ability to run diagnostic tests and provide actionable recommendations.