

# Kai Chan

## Senior IT Technician

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## Summary

Senior IT Technician with 10+ years of experience in IT support, system management, and technical solutions development. Proven expertise in resolving complex technical issues, optimising processes, and delivering enterprise IT solutions. Skilled in tools such as Jira, Confluence, Active Directory, Azure, and Power BI. Committed to staying ahead of industry trends while mentoring and supporting team growth.

## Technical Skills

- Jira, Confluence, Oracle, MongoDB, SSRS, SAP, Power BI, GitHub, VoIP (Mitel), Postman, vCenter (VMware), Geckoboard, Meraki Dashboard
- SQL, HTML, CSS, JSON, Powershell, Batch script
- Active Directory, Microsoft Exchange, Azure, Mimecast
- Training 1st/2nd line staff, apprentice mentorship

## Education

- Oracle SQL Fundamentals (TKA)
- A+ Certified (CompTIA)
- EDI Level 2 Diploma in IT User Skills
- IT Application Specialist Apprenticeship

## Professional Experience

### Senior ITSD Technician | Poole Bay Holdings Management Ltd | 2016 - Present

- Promoted to Senior ITSD Technician in 2022 after serving as ITSD Technician from 2016 to 2022.
- Streamlined ticket management and documentation using Jira and Confluence.
- Developed and deployed business IT solutions, increasing efficiency by 20%.
- Managed enterprise email systems (Microsoft Exchange, Mimecast), supporting 200+ users.
- Administered Active Directory and Azure environments to maintain user accounts and network endpoints.
- Mentored and trained 1st and 2nd line technicians, fostering skill development.

### Hardware Engineer | Redstone - JP Morgan | 2014 - 2016

- Configured encryption and user profiles for desktops and laptops.
- Resolved IT and network issues for 4,000+ users, ensuring rapid response times.
- Supported enterprise-grade hardware and networking systems.

### Technical Engineer | Chillblast | 2012 - 2014

- Built and tested PCs, ensuring quality standards were met for individual and business clients.
- Designed and implemented custom hardware solutions tailored to client needs.
- Trained apprentices, providing technical guidance and hands-on learning opportunities.

## Languages

- English (Native)
- Finnish (Learning)