

# Kai Chan

SENIOR IT TECHNICIAN

## Employment History

### Senior ITSD Technician, Poole Bay Holdings Management Ltd

AUGUST 2016 – PRESENT

- Ticket management - Jira (Atlassian)
- Documentation - Confluence (Atlassian)
- Test, develop and deploy business solutions
- Reporting - Power BI, SAP Business Objects, SSRS
- Database management (Oracle, SSMS, Mongo)
- Train 1st and 2nd line technicians
- Manage the business' antivirus software - WithSecure
- Maintain users accounts and emails - Microsoft Exchange, Active Directory, Azure
- Maintain email management system - Mimecast
- Create and maintain the business' in house software
- Maintain the existing PC estate, telephones (VOIP), and network points
- Build, deploy and maintain Desktops/Laptops/Mobile Devices as and when required
- Maintain/configure new printers on the company's print server and CAS server (EQUITRAC)
- Previous title: IT Service Desk Technician (2016-2022)

### Hardware Engineer, Redstone - JP Morgan

JULY 2015 – AUGUST 2016

- Configuring encryption and customer profiling on new Desktop and Laptop builds
- Fault finding of IT equipment and networks
- Providing 1st and 2nd line support for up to 4000 customers
- Facilitating investigations for customers to resolve or escalate more complex issues to Tier 3 support

### Technical Engineer, Chillblast

APRIL 2013 – JULY 2015

- Quality checking company systems before despatch
- Installing, testing and repairing software and hardware
- Completing hardware builds of new PCs
- Train new apprentices
- Previous title: Apprentice Engineer (2013-2014)

## Details

TAMPERE, Finland  
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## Profile

Senior IT Technician with over 10 years experience in the industry. Proven track record of delivering advanced technical solutions. Skilled in diagnosing and resolving hardware, software, and network issues. Committed to staying updated with industry trends for optimal IT support.

## Qualifications

- Oracle SQL Fundamentals, TKA
- A+ Certified, Comptia
- EDI Level 2 Diploma in IT User Skills
- Intermediate Level Apprenticeship in IT Application Specialist

## Extra info

I am permitted to work in Finland and the United Kingdom

References are available on request

Language(s): English - Native