KAZI OMAR FARUQUE

IT Support Professional

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Professional Summary

IT support professional armed with **Google IT Support Professional** Certificate. Proficient in customer service, ticketing systems and learning new technology. Skilled at collaborating with IT teams to identify solutions for technical issues.

Core Competencies

Technical: Operating systems (Windows, Linux) | Troubleshooting | Networking | Data management and recovery | Directory Services | Cybersecurity.

Business: Customer Support | Software management | Project Management | Process Management | Empathy | Communication | Problem-Solving | Time-Management | Patience | Active Listening | Quick Learner | Conflict Management.

Programming & Database: JavaScript | PHP | C | C# | Python | SQL | MySQL.

Professional Experience

IT Support & Business Analyst   Queensford College, TAS, AU   07/2023 - 10/2023

- Performed routine maintenance tasks such as software updates, antivirus scans, and system backups.
- Setup and maintain computer networks, including troubleshooting network connectivity issues.
- Document technical processes, procedures, and solutions for future reference.
- Respond to tickets, emails, and phone calls promptly, ensuring timely resolution of technical problems.
- Supported PC hardware components, desktop operating systems software and application software.
- Collaborated with the development team to implement system enhancement and ensure their successful deployment.
- Keep up to date with emerging technologies, industry trends, and best practices related to software development and business analysis.

IT Support & Web Administrator   Travel With a Cause, TAS, AU   03/2023 - 05/2023

- Managed social media accounts, driving brand visibility and engagement.
- Troubleshoot hardware and software issues, including password resets, printer malfunctions, and network connectivity challenges.
- Executed effective marketing campaigns for website traffic and lead generation.
- Provided IT support and maintained network infrastructure for optimal performance.
- Ensuring the accuracy and currency of IT documentation and records through regular updates and maintenance.

Client Liaison (University Project)   UTAS, TAS, AU   01/2021 - 12/2021

- Ensured smooth and timely exchange of information between clients and the institution.
- Maintained strong rapport with clients and stakeholders, addressing their needs and concerns effectively.
- Coordinated regular meetings to discuss project progress and resolve any issues with clients and stakeholders.

- Identified and resolved project challenges in collaboration with clients and stakeholders.
- Conducted frequent Usability tests with clients, providing tailored training sessions for proficiency

Retail Team Member   Coles Supermarket, TAS, AU   12/2022 - Present

- Engaged with customers to understand needs, resolve issues, and answer product questions.
- Referred customers to appropriate departments or personnel to swiftly resolve issues.
- Engaged in effective merchandising strategies to promote sales and create an appealing shopping environment.

Education and Certifications

Google IT Support Professional Certificate (Certificate**) -** Coursera   Online | **2024**

Bachelor of ICT | University of Tasmania   TAS, AU | **2022**

Professional Year Program | ACAP   TAS, AU | **2023**

- Core units include Business Communication, Workplace relations and practices, WHS, Professional Networking and Presentation Skills.

IT Support Technical Skills HelpDesk (Certificate) - Udemy   Online | **2023**

ITIL Foundation Certification (Certificate) - ALISON.com   Online | **2024**

Digital Marketing Certification (Certificate) - HubSpot Academy   Online | **2024**

Volunteering Tasmania (Certificate) - Volunteering Tasmania   **2023**

Referees

- *Referees upon request.*