

Kwangsuk Sul

email : timeless0119@gmail.com

contact : 07305506999

Summary

Self developing IT Technical Support Engineer with a proven track record in diagnosing and resolving complex technical issues. Bringing 5+ years of hands-on experience in providing top-notch support, system troubleshooting, and implementing effective solutions.

Proficient in hardware and software configurations, network protocols, and user training. Adept at swiftly analysing problems, devising innovative solutions, and ensuring seamless IT operations. Strong communicator known for delivering exceptional customer service and collaborating effectively across teams to enhance efficiency and user satisfaction.

Personal desire to work in data analytics and be a fullstack developer in the future motivates me to study programming languages and do some personal projects. Yet it is not skilled but continuously making progress step by step.

Key Skills

Windows Server / Windows Desktop / Active Directory / Desktop Support / PC repair / IT Infrastructure
IT support / Customer Service / Python / Jira Service Desk / Datto RMM / HTML / CSS / JavaScript /
Python

Work Experience

Cygnit IT Services CIC, UK

Aug - Dec 2023

2nd Line Field Tech

- Provide regular site visit service to client site
- On premise server build service following company designed infrastructure (Windows Server)
- Provide desktop support, IT troubleshoot and IT infrastructure maintenance.
- Troubleshoot wired and wireless network and provide regular maintenance.
- Installing AP (Access Point).
- Google Workspace administration - Chromebook, PCs, Tablet PCs and user account.
- Cisco Meraki device management
- Unifi AP management

DSSC Europe(IT support provider to Samsung Electronics UK), UK

Jan 2020 - June 2023

Assistant System Engineer

(Oct 2022 - Jun 2023)

- Build new server (Windows Server 2012, 2016, 2019) on Host and VM environment upon user's request.
- Basic AD permission administration (Folder permission or GP application).
- Set up server back up task using VEEAM.
- Keep Windows server features and security features up to date.
- Data restore from back up server and archive server.
- Manage PMS using Papercut system (check printer health and user authorization)
- Provide IT tech support on Windows OS, applications and hardware.
- Resolve daily reported IT issues on service desk application, fulfil SLA - JIRA

VIP Support Engineer

(Sep 2020 - Oct 2022)

- Provide 24/7 IT service, focused on VIP users on premises and remote environment.
- Resolve IT issues - Video Conference, Desktop support, Mobile Device Management, AD account administration, Windows OS support, O365 administration and AD Folder permissions.

PC Build Engineer

(Jan - Aug 2020)

- Build desktop/laptop and mobile devices to company standard status. Troubleshoot PC hardware issues, PC repair and managing asset inventory for the company.

Trenbe, UK

Jan - Dec 2019

Merchandiser

- Supervise team members, supporting team manager. Source requested goods(fashion items) for sales from various locations in the UK. Research and update global fashion trends to sales data.

Wismettac Group, UK

Nov 2016 - Dec 2018

Sales Administrator

- Operate sales order process, stock management, process invoices and provide customer service relates to sales over phone, email and online chat.

Republic of Korea Army, Korea

Aug 2012 - May 2014

Rifleman (military service)

- Maintained extensive knowledge of multi-functional combat unit including first aid, CPR and emergency procedures within regular training.

Education

University of Surrey, UK (2012)

BA in International Hospitality Management (incomplete)

St Augustine's College, Sydney, Australia (2009)

High School Certificate in Design and Technology