

# Journey from Technician to IT Career

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A SUMMARY OF KEY SKILLS AND EXPERIENCES



# Data Management and Analysis

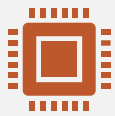
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-Experience with Microsoft Excel. these skills are essential because many IT roles involve managing and analyzing data.

-Preparation for a Career in Business Intelligence Analyst, my skills in Excel and SAP will allow me to navigate and analyze business data stored in ERP systems

# Experience with ERP Systems (SAP)

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## **Using SAP**

-I gained experience using SAP to access and organize customer record information. ERP systems like SAP are used to manage business processes and data across industries.



## **Preparation for a Career in System Management or IT Support**


-I will help users access and manage ERP systems or other software applications. Experience with SAP gives me insight into how ERP systems function, which is essential for troubleshooting or supporting end-users.



### **Preparation for a Career in IT Infrastructure or Network Engineering**

- My technical background prepares me to work with and manage IT infrastructure, such as computer networks, servers, and cloud systems.
- Responsible for ensuring that IT infrastructure functions smoothly, and experience in troubleshooting and managing technical systems

# Understanding of Systems and IT Infrastructure



# Troubleshooting and User Support

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## **Problem-Solving in Excel and SAP**



-Involved in troubleshooting or resolving issues related to data in Excel or SAP. These problem-solving skills are crucial in IT roles, where diagnosing and resolving technical problems is part of the job.



## **Preparation for a Career in IT Support or Technical Support**



-I will be helping users with system or software issues. My experience in identifying and resolving issues within systems like SAP will give me the necessary skills to provide effective support.