### Tony Pang

### Email: zpang@ualberta.ca | Phone: 780-707-4190 Location: Vancouver, BC, V5R 4P9 | LinkedIn: [Add your LinkedIn profile] | Portfolio: [Add your website if applicable]

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#### Summary of Qualifications

### Experienced IT Support Specialist with a Bachelor’s degree in Computing Science and over three years of hands-on experience in hardware and software troubleshooting, desktop and laptop repairs, and network support.

### Proficient in installing, configuring, and maintaining Windows, macOS, and Linux operating systems.

### Strong knowledge of network protocols, including TCP/IP, DNS, and DHCP, with experience troubleshooting LAN/WAN connectivity.

### Skilled at providing exceptional technical support to end-users, resolving issues efficiently while communicating technical concepts to non-technical users.

### Collaborative team player with a proactive attitude and a passion for learning new technologies in fast-paced environments.

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#### Technical Skills

### Operating Systems: Windows OS, macOS, Linux OS

### Networking: LAN/WAN troubleshooting, network protocols (TCP/IP, DNS, DHCP)

### Hardware: Desktop and laptop installation, configuration, and repair; printer hardware maintenance

### Programming Languages: Java, Python, C, JavaScript

### Database Management: MySQL, MongoDB

### Other Skills: Software installation, updates, and licensing management; network equipment setup

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#### Professional Experience

### IT Support Specialist (Freelance) Vancouver, BC Nov 2020 – Present

### Diagnosed and resolved hardware and software issues for desktops, laptops, and printers, ensuring minimal downtime for end-users.

### Installed and configured new workstations, laptops, and peripheral devices, including printers and projectors.

### Provided expert troubleshooting for LAN/WAN connectivity issues using TCP/IP, DNS, and DHCP.

* Configured secure VPN connections for remote employees, enhancing productivity.

### Delivered comprehensive remote and on-site support to clients, documenting all interactions and solutions in a ticketing system.

### Collaborated with technical teams to develop and implement IT solutions tailored to client requirements.

### Founder & IT Technician XiaoPang’s PC Repair – Edmonton, AB Jan 2017 – Nov 2019

### Built and repaired over 100 custom desktops and laptops for individuals and businesses, addressing hardware and software issues.

### Provided technical support for system upgrades, screen replacements, and component installations, including hard drives and power supplies.

### Managed and resolved network issues, including Wi-Fi configurations, router setups, and cable installations.

### Maintained detailed records of client interactions, troubleshooting steps, and system configurations.

### Offered proactive maintenance and optimization services to enhance system performance and reliability.

### E-commerce Store Manager NA PTCG Store – Vancouver, BC May 2020 – Sep 2024

### Provided technical support for the store’s inventory management system, ensuring seamless integration with peripheral devices such as printers and barcode scanners.

### Resolved system errors and supported end-users with technical troubleshooting for e-commerce platforms.

### Managed day-to-day operations, streamlining processes through technical optimizations.

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#### Education

### Bachelor of Science, Computing Science University of Alberta – Edmonton, AB Sep 2014 – Nov 2019

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#### Certifications

### CompTIA A+ 1101 Test Passed

### Japanese-Language Proficiency Test (N1 Certified)

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