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|  |  | **PEEPEH ETTE**  User Support Technician | Frontend UI Developer |
| Profile Resourceful and detail-oriented IT support technician with a solid background in technical assistance, system administration, and user interface development. Skilled in resolving software and hardware issues, providing end-user support, and designing intuitive, responsive dashboards for web-based systems. Currently contributing to the Royal Papua New Guinea Constabulary’s ICT Directorate as part of the System Administration team, with hands-on experience in developing and maintaining internal systems to improve service delivery. Contact WEBSITE:  <https://peepeh-ette.github.io>  LinkedIn: [www.linkedin.com/in/peepeh-ette-28059a20a](http://www.linkedin.com/in/peepeh-ette-28059a20a)  EMAIL: [ettepeepeh98@gmail.com](mailto:ettepeepeh98@gmail.com)  MOBILE: +675 78887489 |  | EDUCATIONDatec Learning Centers (POM)2022 - 2023 Advanced Professional Diploma in Server & Network Administration Kila Kila Secondary School **2021**  Upper Secondary School Certificate (Grade 12)  **Flexible Open and Distant Education**  **2017**  Lower Secondary School Certificate (Grade 10) WORK EXPERIENCERoyal Papua New Guinea Constabulary – ICT Directorate | User Support Technician **May 2024–Present** I began as a User Support Technician, assisting users with software, hardware, and connectivity issues. Later, I joined the System Administration team, contributing to system maintenance and frontend development. I helped design and build responsive dashboards for the ICT Management System ticketing platform, aimed at improving user request tracking and enhancing the overall user experience.**SKILLS**  * End-user technical support (hardware & software troubleshooting) * System maintenance and monitoring * Frontend UI development (HTML, CSS, JavaScript) * Printer and network connectivity support * Windows OS and basic server environment familiarity * Strong communication and interpersonal skills * Collaborative team player with initiative and adaptability |