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| A person in a suit  AI-generated content may be incorrect.CONTACT **LinkedIn:** www.linkedin.com/in/peepeh-ette-28059a20a  **Email:** ettepeepeh98@gmail.com  **Mobile:** +675 78887489 | **PEEPEH ETTE** *User Support Technician | System Administration Section* PROFILE Resourceful and detail-oriented IT support technician with an Advanced Professional Diploma in Server and Network Administration and hands-on experience providing technical assistance, system maintenance, and frontend UI development. Skilled at resolving hardware, software, and network issues, and designing intuitive dashboards to enhance user experience. Currently supporting the Royal Papua New Guinea Constabulary ICT Directorate’s System Administration team with a focus on improving internal systems and service delivery. Committed to continuous professional development and eager to expand expertise in systems and network management. EDUCATION **Datec Learning Centers (Port Moresby)** Advanced Professional Diploma in Server & Network Administration 2022 - 2023  **Kila Kila Secondary School** Upper Secondary School Certificate (Grade 12) 2021  **Flexible Open and Distant Education** Lower Secondary School Certificate (Grade 10) 2017 WORK EXPERIENCE **User Support Technician** *Royal Papua New Guinea Constabulary – ICT Directorate* May 2024 – Present   * Provide end-user technical support, troubleshooting hardware, software, and network connectivity issues to ensure uninterrupted ICT operations. * Contribute to system maintenance and assist in supporting network infrastructure within the System Administration team. * Design and develop responsive dashboards and user interfaces for the ICT Management System ticketing platform, improving request tracking and enhancing user experience. * Assist with printer and network connectivity support across the organization, resolving issues promptly to maintain service continuity. * Collaborate with technical teams to identify system improvements and implement solutions aligned with operational needs.  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  REFEREES  1. Chief Inspector – John Tarur | Director ICT – ICT Directorate PHQ   Telephone: 3226404  Mobile: 75780603   1. Anthoo Roys | Technical Trainer – Datec Learning Centers (POM)   Telephone: 3031333 / 3031376  Mobile: 76005252 |