

Rex Liu

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■ PROFESSIONAL SUMMARY

As an experienced Desktop Support Technician, I provide comprehensive IT consulting services to all employees, including management, within the company. I possess extensive expertise in MS Office 365 and Google Workspace, with advanced skills in SharePoint and OneDrive troubleshooting. This enables efficient collaboration and document management for executive and VIP users.

I am proficient in troubleshooting a wide range of software and hardware issues. I thrive under pressure and can independently resolve problems or work effectively within a team.

■ Skills

Technical Skills

- Operating System administration (Window and Linux)
- Computer networking
- Routing concepts (TCP/IP, Subnetting, DNS, DHCP)
- Troubleshooting (Network, Desktop, Laptop and Smart Phone)
- VPNs and proxies
- Data management and recovery
- Software management
- Remote Support tools such as RDP, Team Viewer.
- Office 365, Azure AD, AD
- CRM

Soft Skills

- Excellent communication and interpersonal skills
- Customer service
- Strong attention to detail
- Quick learner and highly adaptable

■ Working Experience

ProCareer Pty Ltd | Melbourne, VIC | IT Support Specialist

08/2024 – Present

As an IT Support Specialist, I provided a blend of remote and onsite support, along with occasional project and deployment work. I regularly conducted training sessions for all company employees and offered direct, timely support.

- Selected and successfully deployed a suitable CRM system based on company requirements. The CRM system seamlessly integrated into the company's business processes, enhancing operational efficiency and reducing the risk of customer data loss.
- Developed the company's official website to introduce business services, handle customer requests, and record customer information.
- Managed Google Workspace, including Google Drive, Gmail, and Google Docs.
- Trained company management and new employees on workflows, CRM system usage, and Google Workspace. Updated training documentation for these users.
- Served as the first point of contact for all IT and telecommunications-related issues via phone and email.

End User Computing Tech | Melbourne, VIC | Olympus Technology Services

07/2024 – Present

In an IT deployment project, I served as an End User Computing Technician, primarily responsible for upgrading IT equipment and troubleshooting for staff at an aged care centre. This was an onsite role where I reported directly to the company's tech leader. The job required replacing all old equipment across the site within one to two days and ensuring all new devices were correctly installed. On the third day, I conducted site-wide inspections to ensure all new equipment was functioning properly and resolved any IT issues encountered by clients.

- Installed and configured hardware components.
- Provided end-user support for clients.

- Maintained and deployed desktops, laptops, and peripherals.
- Resolved hardware, software, and network issues.
- Collaborated with the managing team of the aged care centre to efficiently complete the deployment of new IT equipment tasks

Yoo's Technology Pty Ltd | Melbourne, VIC | IT Support Technician

01/2023 – 07/2024

As an IT Support Technician at a computer store, I customized DIY computers for over 500 clients. I was responsible for in-store customer service, inventory management, processing daily orders, and packaging and shipping.

- Provided technical support to customers, including PC hardware and software troubleshooting
- Assisted with general IT support tasks
- Set up new PCs with appropriate software

Navigator Education Group Pty Ltd, | Hobart, TAS | ICT Course Adviser

02/2020 – 11/2021

- Assisted students in studying ICT courses, with a focus on web development and C# programming, at UTAS.
- Provided guidance and support to students

■ **Education**

Google on Coursera | Google IT Support Professional Certificate

03/2024

University of Tasmania | Master of Information Technology

02/2019 – 12/2020

■ **Australian Working Right**

190 Permanent Residence Visa, Unlimited Work Entitlement

■ **References available upon request.**

Laura Zhang (General Manager at Navigator Education Group Pty Ltd)

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