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| Gary Zhao  IT Support Engineer   |  |  |  |  | | --- | --- | --- | --- | | Marker | Pinehill Auckland 0632 | Link | in/gary-zhao | | Envelope | awp426@gmail.com | Receiver | 021 030 0503 | |

**PROFESSIONAL PROFILE**

* **Multi-certified (Microsoft 365, MSCE, ITIL) IT engineer** with over 4 years**’** experience in providing IT support across desktop, Office 365, Servers, Azure, MDM and network within ITIL framework.
* **Skilled in managing and coordinating the processing of incoming calls/tickets** to ensure timely and effective resolution of incidents, requests and problems.
* **Ability to create and deliver solutions** tied to business growth, organizational development and systems optimization. Skilled problem identifier and trouble-shooter comfortable managing systems, projects and teams in a range of IT environments.

## **SKILL HIGLIGHTS**

**Microsoft 365:**

* Windows 10, Office 365 deployment
* Azure tenants, groups, and mailboxes management
* SharePoint Online, Flow, Planner, Forms, OneDrive for Business, Yammer
* Messaging (Exchange Online, Skype for business, Teams)
* Identity and access management
* Intune (enrolment, device configuration, compliance, mobile apps installation)
* Veeam Backup and restore

**Desktop troubleshooting:**

* Windows 7/8.1/10, MacOS, iOS
* Office 365/2016 suite
* Zoom, Cisco WebEx, Networking

**Infrastructure:**

* Active Directory, DHCP, DNS, GPO, DFS, RDS
* Exchange administration
* SCCM package, deployment
* Virtualization (VMware, Citrix, Hyper-V)

## **PROFERSIONAL EXPERIENCE**

****09/2013 to 09/2017 IT Support Engineer****

**Bosch Automotive Products Co., Ltd., China**

*****Daily IT Support Tasks:*****

* Performed technical support to 12,000+ IT users related to Windows7/10, Office2016/365, network, mobile devices, productivity applications, peripherals.
* Answered call/email from customers and captured appropriate information then logged into tickets, escalated to 3rd level as needed.
* Assisted with installation/configuration/moving of PCs, Tablets, LAN, Software, Multi-Function printer.
* Set up conference rooms with necessary technology (AV, projectors, wireless).
* Performed root/cause analysis on problem tickets, take ownership throughout the lifecycle.
* Maintained and updated IT relevant documents, such as IT guidelines, ITIL processes, emergency plan, data security guidelines.
* Organized local Change Management meeting as a backup to Change Manager.
* Data backup, PC health checking, critical applications testing on a regular basis for VIPs such as VPN, SAP, Outlook, OneDrive, Skype for business, Email encryption.
* Monitored TrendMicro alerts, helped customer to detect, clean viruses followed by security guideline.
* Maintained IT asset database both hardware and software with configuration management DB, monitored license status, cleaning un-used resources.

*****Microsoft 365 Administration:*****

* Deploy and configure Windows 10, office 365 suite and applications with Windows Autopilot and Intune.
* Created Office 365 user accounts, security groups, DL, mailboxes, managed MFA, production licenses, custom DNS domains.
* Troubleshoot email delivery error, OneDrive and SharePoint synchronization problems.
* Configured pass-through authentication and seamless single sign-on
* Monitoring Azure AD connect synchronization, health, agent registration failures.
* Supported user to securely share and collaborate with external partners such as documents, meetings and applications.
* Backup user mailboxes with Veeam Backup for Microsoft Office 365 weekly.
* Maintained Exchange Online rules, compliance settings, malware and spam filter, data loss prevention.
* Monitored office 365 Security & Compliance, checked secure score, planned access protection for identity and devices.
* Assisted end-users on Office365 capabilities and collaboration (SharePoint, Outlook, Skype for business, OneNote, OneDrive, Planner, Forms, etc).
* Enrolled mobile devices with Intune, created policies and device profile to secure devices.
* Configured BitLocker, EFS and Windows Defender on Windows 10 clients

*****Windows Server Administration:*****

* Worked with Active Directory to build user network profiles, reset passwords, unlock accounts, security group, managed computers and printers etc.
* Managed mailboxes, groups, public mailboxes, retention policies, malware/spam filter by Exchange admin center.
* Customized, deployed OS image, software, patch level by using SCCM, generated monthly report of migration, update and IT asset.

*****Project Support:*****

* Supported Windows 10 and Office 365 pilot, migrated 600+ clients to Microsoft 365.
* IT project implementation, such as OS migration, new service roll-out.
* Elicited and analysed user requirements, translated to solution proposal.

****07/2007 to 09/2013 Service Desk Engineer****

**Bosch Automotive Products Co., Ltd., China**

* Assisted customer on the phone and via email with incidents and service requests
* Received and log calls in Ticketing System and forward the ticket to appropriate Support group.
* Monitored status of open tickets and prioritized based on severity, priority and client level to meet all SLA’s.
* Worked at tier-1 technical support, handled technical queries and complaints using troubleshooting techniques and telephone manner.
* Monitored TrendMicro alerts, helped customer to detect, remove virus followed by security guideline.
* Organized training of company IT policy and data security to new employees.
* Supported SCCM admin to collect and analyse issues with deployment of application, OS, Patch level.
* Created daily outage/incident report and compile monthly dashboard report.
* Organized weekly meeting to review service quality and open points.
* Analysed ticket trends recommended and implemented actions to reduce incidents, such as training, IT Tips.

****09/2005 to 02/2007 IT Support Engineer****

**ASUS Technology Co., Ltd., China**

* Assisted in the day-to-day maintenance of printers, phones, PC hardware, software, and other peripherals including projectors and soundboards.
* Administration of user accounts, mailbox, passwords, and network share permissions.
* Tracking, recording and reporting related activities for computers and related equipment to ensure asset control.
* Network devices (switches, hubs, cabling) maintenance, installation, patching switch and access point configuration.
* Prepared equipment for employee use, performed or ensured proper installation of services, operating systems, or appropriate software
* Maintained records of every of communication transaction in the call tracking system.

## **Education**

* ****Postgraduate Diploma in Computing (NZQA L8)**** Feb 2018 – Apr 2019

**Unitec Institute of Technology, Auckland**

* ****Bachelor of Computer Science and Technology (NZQA L7)**** Sep 2001 – Jul 2005

**WUHAN Polytechnic University, China**

## **Certification**

* **Microsoft 365 certified** – Modern Desktop Administrator Associate
* **MCSE** - Microsoft Certified Systems Engineer 2003
* **CCNA** - Cisco Certified Network Associate
* **ITIL** V3 Foundation
* **PMP** - Project Management Professional
* **ICP** - ICAgile Certified Professional
* **ISO/IEC27001** Foundation