

Executive Technical Support Executive Technical Support Executive Technical Support Los Angeles, CA Work Experience Executive Technical Support Scicom (Msc) June 2013 to October 2015 SingTel project Diagnose and resolve technical hardware and software issues involving Internet connectivity, email clients, IPTV, VOIP and etc. Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services. Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet. Make hardware recommendations for customers whose machines cannot support the software and set up new users' accounts and profiles and deal with password issues Monitor and maintain computer systems and networks and work continuously on a task until completion test and evaluate new technology. Network Administrator I play Company October 2008 to December 2009 Designing and planning the network, setting up the network, Maintaining the network, expanding the network installing and configuring computer networks and systems, identifying and solving any problems that arise with computer networks and systems consulting with clients to specify system requirements and design solutions Budgeting for equipment and assembly costs, assembling new systems, maintaining existing software and hardware and upgrading any that have become obsolete, monitoring computer networks and systems to identify how performance can be improved, working with IT support personnel and providing network administration and support Software Developer Odd Mint August 2007 to August 2008 Producing detailed specifications and writing the program codes, Testing the product in controlled, real situations before going live, Preparation of training manuals for users Maintain and improve the performance of existing software, Clearly and regularly communicate with management and technical support colleagues Design and update software database, Test and maintain software products to ensure strong functionality and optimization, recommend improvements to existing software programs and Maintaining the systems once they are up and running Education Osmania University June 2018 to March 2019 Additional Information Experience in the technical and analytical sectors Able to work independently and use in-house resources effectively, Able to apply customer service concepts to IT to improve the user experience for clients,

employees and administration such as Database Security and Problem Resolution Procedures.

Name: Fernando Young

Email: owensjill@example.com

Phone: 001-851-249-0849x572