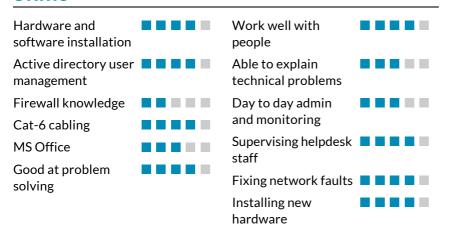
# **COLIN ANDREW**

**NETWORK SUPPORT ENGINEER** 

#### **Profile**

A well-presented, well-mannered and articulate IT support with a good experience of performing diagnostics and resolving the staff technical problems via telephone, e-mail and one to one. A problem solver who enjoys a challenge and can work well under pressure and who possesses strong customer service skills, good communication skills and attention to detail. Looking for a company which will challenge my problem-solving skills and allow me to continue to develop my knowledge and potential.

#### Skills



## Work Experience

Network Support Engineer Nippon Telegraph & Tel Mar 2017 - Jun 2017

- Providing technical support over the phone/email to all IT users.
- Provide troubleshooting and configuration support for client desktop and networking environment.
- Hardware and software installation on staff computers in accordance to their requirements.
- Troubleshoot problems associated with both hardware and software.
- Install and maintain desktop computing devices, printers and workstations.
- Setting up accounts for new users.
- Installation and configuration outdoor wireless antenna.

### **Education**

Bachlor's of information technology in network technology New York Institute of Technology Oct 2014 - Oct 2018

#### **Contact**

info@resumekraft.com +1-202-555-0114 Austin, Texas linkedin.com/in/colin

### Personal Skills

Quick learner

Sociable

Ambitios

Communication skills

Team work

## Languages

English
Arabic
French
German