

Alan Souvannavong

alansouvannavong@gmail.com • [linkedin.com/in/alan-souv/](https://www.linkedin.com/in/alan-souv/) • <https://alansouv.github.io>

EDUCATION

Information Technology Diploma

Computer Systems Major | Southern Alberta Institute of Technology (SAIT)

Graduated 2019

- GPA: 3.7/4.0
- Awarded Jason Lang Scholarship for maintaining above 3.2 GPA

EXPERIENCE

Help Desk Support Specialist

SAIT | Calgary, AB

2019 – Present

- Provide support to students and staff for technologies used at SAIT (IT equipment, audiovisual, network, and various software applications) through email, phone and in-person
- Identify areas of improvement and create and implement solutions that align with SAIT policies and procedures
- Collaborate with other IT support teams when an escalation is needed
- Contribute to knowledge base by creating documentation utilized by both customers and colleagues to improve productivity
- Develop and implement best practices by continuously learning and sharing knowledge about new technologies

Key Accomplishments:

- Prepared and deployed 1000+ devices to end users

Sales Associate

Fido Solutions | Calgary, AB

2013 – 2020

- Provided outstanding and professional customer experience over the phone and in-person
- Identified and troubleshooted technical, mobile and application issues and concerns
- Helped customers understand new products and technologies that are offered while building a strong rapport and care for customer needs
- Adapted to working a varied and volatile work schedule

Key Accomplishments:

- Rogers Five Year Employee Recognition Award

CERTIFICATIONS

Microsoft

Azure Fundamentals (AZ-900)

Issued August 2020

SKILLS

Windows | MacOS | iOS | Android | Computer Hardware | Active Directory | Office 365 | SCCM | HEAT Troubleshooting | Documentation | Communication