

## Contact

andrewclarke.aron@gmail.com

www.linkedin.com/in/andrew-clarke-534a62195 (LinkedIn)  
whois43.net (Blog)

## Top Skills

Troubleshooting

Computer Hardware Troubleshooting

Customer Service

# Andrew Clarke

Technical support and RMA officer  
Auburn

## Summary

A well-presented, well-mannered & articulate helpdesk support professional with years of experience in performing diagnostics and resolving a customer's technical problems via telephone, e-mail and one to one. Having a proven track record of successfully finding the root causes of problems, resolving them or forwarding suggestions for improvements. 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.

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## Experience

Leader Computers Pty Ltd

RMA officer

January 2020 - Present (11 months)

Sydney, Australia

I'm responsible for the RMA process and testing of major brands like Gigabyte MSI and Asus including Corsair, Curical, Kingston, LG, TP-link, Ubiquiti, Western Digital, Samsung and Seagate.

Mwave Australia

1 year 2 months

Customer Service Technician Support

October 2019 - January 2020 (4 months)

Sydney, Australia

As the customer service technical support, I was responsible for day-to-day customer service duties including answering tickets, phone calls and emails related to products orders or questions, shipping information for the customer or just generally assisting the customer to the right section for our website.

in tech support I was responsible for dealing with the custom PC quotes that would be sent out upon request information about networking and access point setup and any other assistance that the customer would need like office setup including printers and NAS's and servers/server licensing information.

### Systems Technician

December 2018 - October 2019 (11 months)

Sydney, Australia

In this role I was responsible for the Assembly of customer/client PCs whether it be consumer, professional workstations, servers or office SFF PCs.

Additionally in this role it was my responsibility to create the custom PC with performance in mind whilst holding to the aesthetic standard of the customer/client and Mwave standards.

While I was this role I also trained in quality assurance and testing to meet Mwaves high standards of quality PCs

### 7L solutions

#### Technical Support agent

February 2017 - December 2018 (1 year 11 months)

Sydney, Australia

Responsible for taking and logging incoming calls and providing efficient customer support for all

1st Line issues relating to Servers, Desktops, Laptops and peripherals.

Creating Standard Operation

Procedures, for my Close Support Team, to use as a reference to resolve complex hardware and

software problems. Responsible for making recommendations to purchase hardware & software,

coordinate installations and assisted in backup file recovery.

- Managing the functionality & efficiency of computers running on a classified system.
- Providing technical support over the phone to all IT users.
- Handling incoming incidents via the phone/e-mail promptly and effectively.
- Diagnosing and resolving a wide range of technical issues over the phone.
- Take ownership of a call and seeing it through to closure.
- Investigating and implementing ways of reducing calls to the Help Desk.

- Ensuring that all call details are captured and entered in the logging software.
- Answering & responding to all calls & requests within agreed time scales.
- Keeping customers updated as to progress.
- Resolved numerous issues through increased knowledge of the network.

### Angels for the forgotten

#### Technical Support Officer

January 2016 - February 2017 (1 year 2 months)

Sydney, Australia

Customer service focused Technical Support Officer with 1-year career experience in help desk environments. Highly adept in systems analysis diagnostics and troubleshooting and conflict resolution.

Exhibits excellent organizational and problem-solving skills. Works well in team environments and displays a strong work ethic.

- Help Desk.
  - Customer service-oriented.
  - Excellent communicator.
  - Conflict resolution.
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