

Chan Lai Kuen  
**IT Security**  
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## **Summary**

Energetic, full of passion with 12+ years of Information Technician experience. Extensive network knowledge and technically proficient operation in the data centre. ITIL 4 Foundation – IT Service Management Certification. Seeking to leverage proven information technology service skills to become a manager in a Technology Company.

## **Experience**

### **IT technician**

*Hong Kong*

October 1991–June 2019

- Collaborates with support specialists to analyze and diagnose computer issues.
- Monitor processing functions, install relevant software and perform tests on computer equipment and applications when necessary.
- Train users, and clients on a new program or function.

## **Education**

### **Advanced Diploma in Computer Science**

*NCC, Hong Kong*

Graduated 1999

## **Skills**

- Customer service
- Interpersonal communication skills
- Network Infrastructure skills
- Time management
- Empathy & friendliness
- Conflict management

## **Certifications & Licenses**

- ITIL4 Foundation
- CCNA