

DEREK ANTHONY HAU KAU FONG

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www.linkedin.com/in/derekahaukaufong/**HIGHLIGHT OF QUALIFICATIONS**

- 4th Year Bachelor of Commerce in Information Technology student with experience working for York University's IT department's helpdesk.
- Proficient in diagnosing and resolving hardware/software issues.
- Conducted periodic maintenance of hardware such as desktop computers in computer laboratories across the campus.
- Ability to communicate effectively with customers and colleagues while maintaining professionalism.
- Managed thousands of tickets and identified patterns and correlations in recurring IT issues that emerged.
- Provided technical support to end users concerning their accounts, 2FA, licenses and hardware.

EDUCATION

BCOM Specialized Honors Information Technology (E-Commerce Development) | 2021 - 2024

York University, Toronto, ON

- International Scholarship of Merit (2021)
- Current GPA: 7.58/9.00

WORK EXPERIENCE

Computing Support Assistant | 1 Year, May 2022 – April 2023

York University, Toronto, ON

- Extensive experience with ticketing software (HaloITSM), having created and resolved over a thousand tickets over the course of the year.
- Found new technical issues and resolved them after multiple occurrences which helped me improve my analytical and problem-solving skills as well as the documentation of the issues.
- Received positive feedback from clients and my manager for outstanding customer service.
- Working as a team during stressful and tense situations such as network outages helped me refine my team-working ability.
- Took the initiative when new employees were hired by training them and making use of my communication skills to convey information.

OTHER RELEVANT EXPERIENCE

Cashier | 2018 – 2020

Yue Hwa, Port Louis, Mauritius

- Worked in a fast-paced environment on a POS system for customer check out which helped in clearing out long queues.

ADDITIONAL INFORMATION

Other Languages: Fluent in English, French and Mauritian Creole (Native). Learning Ukrainian daily for the past year.

Microsoft Office Suite: Proficient in Word, Excel, PowerPoint and regularly use Outlook and Teams.

* Currently back home in Mauritius, preferred contact method would be through email or WhatsApp *