Chun Him Ho (Nicholas)

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SUMMARY

IT Support Specialist / Junior Systems Administrator with hands-on experience supporting small-to-mid-sized business environments. Strong background in Windows Server administration, Active Directory, network configuration, firewall security, VLAN segmentation, NAS management, and physical security systems. Experienced in troubleshooting, system deployment, and infrastructure documentation.

TECHNICAL SKILLS

Operating Systems: Windows 10, Windows 11, Windows Server 2019-2025, macOS, Linux

Networking & Security: VLAN, DMZ, DHCP, DNS, Sophos Firewall (XG), VPN (Site-to-Site, Remote Access), IPS, IDS, Email Filtering, Access Control Lists (ACL), Wireshark

Switching & Wireless: Cisco Switches, Aruba Switches, TP-Link Switches, UniFi Switches, UniFi Access Points, UniFi Cloud Key, Trunk Ports, Link Aggregation (LAG)

Servers, Identity & Storage: Active Directory (On-Premises), Microsoft Entra ID (Azure AD Hybrid), QNAP NAS, File Server Management, SMB File Sharing, User Permissions, Virtualization Station, Windows Server Virtual Machines, QNAP Sync

Physical Security Systems: CCTV Installation and Configuration (Hikvision, Dahua, Axis), Access Control Systems (EyeonGate, ICT), Alarm Systems (Alarm.com, DSC, PowerG, 2GIG/Qolsys)

Backup & Endpoint Security: Acronis Backup, BackupAssist, Endpoint Protection (ESET, Symantec, Norton 365)

Hardware & IT Support: PC Assembly and Repair, RAM Upgrade, SSD/HDD/NVMe Replacement, NAS Management, UPS Systems, Printers and Peripherals, Remote Support: TeamViewer, AnyDesk, Remote Desktop (RDP)

Tools & Scripting: GLPI Ticketing System, PowerShell, Python

WORK EXPERIENCE

IT Administrator | Technethon (Contract)   **July 2025 – Present**
- Configured and maintained Sophos firewalls, including firewall rules, IPS policies, and VPNs (SSL & Site-to-Site).
- Designed and implemented **VLAN-segmented networks**, trunk ports, and managed switch configurations.
- Built and administered **Windows Server (2019–2025)** environments, including **Active Directory** and **Hybrid Microsoft Entra**.
- Created and managed **Microsoft 365** accounts, mailboxes, licenses, and supported **Outlook and MFA** issues.
- Deployed and administered **NAS** as file servers; configured SMB permissions, hosted **Windows Server VMs**, and implemented **QNAP Sync**.
- Installed and configured **routers, switches, wireless access points**, and **Cat6 Ethernet cabling**; documented IP addressing.
- Managed **system backups and restores** using **Acronis** and **BackupAssist**.
- Performed **Windows 10 → 11 upgrades**, workstation deployments, and hardware replacements.

Junior IT Technician | Technethon   **May 2024 – July 2025**
- Delivered **IT support and infrastructure setup** for clients in healthcare and manufacturing sectors.
- Installed and configured **50+ CCTV, access control, and alarm systems** to enhance physical security.
- Secured IP camera networks using **DMZ architecture** to isolate them from internal networks.
- Built and maintained **Windows Server** environments with **Active Directory** and **Hybrid Entra ID**.
- Managed **file and folder permissions**, network shares, and group access rights.
- Provided remote and on-site infrastructure support using **TeamViewer, AnyDesk, and RDP**.
- Assisted with **new employee onboarding**, device provisioning, and printer/scanner setup.
- Installed and maintained standard business applications (**Office 365, Teams, Zoom, Adobe**).
- Provided remote support and documented work using **GLPI**.

Contract Developer | FutureSight Inc.   **Mar 2024 – May 2024**
- Implemented a **web scraping tool** using a **Large Language Model** to **automate** information summarization and database updates via RESTful API, enabling clients to **tailor marketing solutions**.

CERTIFICATIONS

- ISC2 Certified in Cybersecurity (CC)
- Microsoft Azure Fundamental (AZ-900)
- CompTIA Security+ (Expected Feb 2026)

EDUCATION

Bachelor of Engineering (Computer Engineering) | The University of Hong Kong   **Sep 2018 – Jul 2023**