

Michael Erzan Andoh

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SUMMARY OF QUALIFICATIONS

Success-driven, results-focused, and adaptable IT professional skilled in computer systems, troubleshooting, managing support staff and providing exceptional customer service. I am eagerly seeking new opportunities to leverage my 2-3 years of experience and education within an innovative and forward-thinking organisation.

CORE STRENGTHS

- Customer service
- Help desk ticketing systems
- Office 365 management & Microsoft Exchange
- Troubleshooting systems
- Active directory user management
- Windows 10 administration

TECHNOLOGY PROFICIENCIES

Operating systems	Windows 7, 10, 11, Servers 2016,2019, MacOS
Desktop Applications	Microsoft Office 365 applications, ichris, chris21, citrix, Best Practice, Trak, Riskman
Ticketing Systems	ConnectWise, Freshdesk
Remote/Shadowing	RMM by N-Able, Zoom, Remote Assistance, Remote Desktop Connection, TeamViewer, Anydesk
Cloud & Domains	Azure Domain and Portal Administration, Windows Server 2012 / 2016, Active Directory
Certifications	Bachelor of Information Technology
Other Skills	Technical training, Troubleshooting printers, mobile devices, and familiarity with Mac OS and Linux systems, Documentation with IT Glue, HTML, CSS, JavaScript

EMPLOYMENT/TECHNICAL EXPERIENCE

Level 1 Service Desk Tech / Onsite Technician

Kaine Mathrick Tech, Melbourne, Victoria

April 2023 – present

- Remotely troubleshooting and resolving user issues related to desktop, hardware, and software.
- Completion of administrative tasks in Office 365, such as creating users, groups in the Azure Domain controller using Active Directory and managing shared mailboxes and accounts
- Creating and managing technical documentation.
- Implementing computer and network security measures to ensure protection.
- Preparing, deploying, maintaining, and repairing various IT equipment.
- The use of Microsoft Exchange to trace old emails stored in the cloud.
- Travelling to sites to provide support.
- Supporting and maintaining effective relationships with other members.

Desktop Coordinator

Kaine Mathrick Tech, Melbourne, Victoria

Sep 2022 – April 2023

- Receiving and assessing all incoming build tickets from Sales.
- Working with Account Managers and / or client to understand device recipients.
- Preparing workstations at KMT warehouse in line with client build sheet.
- Maintenance of quality build sheets for clients.
- Coordinating deployment of workstations either by on site desktop technician or by couriering devices.
- Remote configuration of devices where devices has not been deployed by a KMT engineer.
- Liaising with site supervisor to coordinate roll out by providing clear and helpful information for the site contact to use to coordinate the rollout to their team.
- Scheduling of site desktop technician's calendar to facilitate timely rollout of new devices.
- Maintaining desktop rollout flow.
- Maintenance of high quality and up to date build sheets.

Service Delivery Representative

Visy Recycling, Melbourne, Victoria

Feb 2022 – Sep 2022

- Completion of administrative tasks including receiving calls, checking e-mails, and customer escalations.
- Making appropriate and quality liability determinations for customer complaints.
- High Usage of determining databases - Keeping records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Driving an effective investigatory process when actioning and resolving service requests.
- Generating sales leads and direct sales to ensure targets are met.
- Adhering to all Visy Recycling's policies and procedures and any legislative requirements relevant to this position.
- Building and maintaining strong internal and external stakeholder rapports.
- Liaising with customers to respond to inquiries or to notify them of claim investigation decision or any planned adjustments.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

Administration/Warehouse Assistant

Linfox, Melbourne, Victoria

Mar 2020 – Jan 2022

- Inspect shipments for damage and correct quantities.
- Maintaining database by entering new and updated stock information.
- Answering inbound phone calls and answering queries.
- Ensuring and maintaining data entry requirements by following data program techniques and procedures.
- Handling office tasks, such as filing, updating database, generating reports, presentations, setting up meetings, and raising claim forms.
- Troubleshooting and managing issue resolutions.
- Liaised with stakeholders, suppliers, and drivers.
- Prepare and organize received stock for inventory.
- Data validation of stocks into work systems.
- Maintaining high volumes of data entry and processing

- Usage of departmental systems such as WMS, Microsoft Office suite & Sap.
- Creating daily reports for management purposes.
- Manage and train up new employees on relevant systems and work processes.
- Providing technical support across the departments

Intern

BBR Technologies, Sydney, Nsw

Aug 2020 – June 2021

Final year project internship contract:

- Worked as Scrum Master (Project Manager) in the team and build a fully feasible web panel for the client using HTML, CSS, PHP, etc.
- Host daily stand-up meetings.
- Assist the product owner with the product backlog.

Warehouse Assistant

Munro Footwear Company, Melbourne, Victoria

Dec 2018 – Mar 2020

- Prepares orders by processing requests and supply orders, pulling materials, packing boxes, placing orders in the delivery area.
- Data entry of new stock in the system.
- Providing tech support to all the retail/wholesale picking/ packing stations.
- Aisle/ slot management of stock put-away.
- Training new and existing employees on software systems and general workplace rules.
- Testing new technology and usage of technology tools.

ACADEMIC QUALIFICATIONS

Bachelor of Information Technology / *Federation University of Australia, Melbourne, Victoria*

Foundational Studies: Science, Engineering and health / *RMIT, Melbourne, Victoria*

English for Academic Purposes, Language / *Acknowledge Education Pty Ltd, Melbourne, Victoria*

REFEREES

- *Available upon request*