

HUGH BENNETT

IT SPECIALIST



☎ 0221969426

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📍 11 Brooklyn Road, Claudelands,
Hamilton

PROFILE

I am a network engineering student with a strong academic background and over 2 years experience in providing excellent customer support including 1 year of level 1 & 2 technical support.

SKILLS

- Network engineering
- SQL Database Experience
- Cisco IOS
- Critical thinker
- Problem solver
- Project management tools
- Office 365

EXPERIENCE

STUDENT TUTOR

Wintec | Te Pukenga

2022-2023

- Organizing and running study sessions for IT students.
- Maintaining high levels of knowledge in curriculum areas to tutor IT students.

SERVICE DESK AGENT

Wintec | Te Pukenga

February - October 2023

- Managing and prioritizing support tickets to ensure timely resolution of issues.
- Maintaining proficiency in Windows, macOS and Linux.
- Management and support of hardware assets including printers, scanners, and networking equipment

EDUCATION

WINTEC| TE PUKENGA

Bachelor of Applied Information
Technology

2022 - 2024 (Planned graduation date)

PAYMENT TECHNOLOGY COORDINATOR

Montana Group

September 2023 - Present

- Managing and supporting a fleet of point of sale machines
- Provided pre event, during and post event IT support at large scale events
- First line support and solution coordination for on site vendors

REFERENCES

VIKAS MAMGAIN

IT Services Manager
Wintec | Te Pukenga
07 221 7720 ext. 3774

HENRY SCOTT MACDONALD

IT Services Manager
Montana Group
021 085 72774

CERTIFICATIONS

WAIKATO INSTITUTE OF TECHNOLOGY | TE PUKENGA

NZ Diploma in Information Technology for Technical Support
(Level 5) (2022)

CISCO NETWORKING ACADEMY, CISCO ACADEMY

Certificate of Cisco Certified Network Associate Level. 1 — (2022)
Cisco Certificate of Linux Comprehension, Unhatched + Essentials —
(2022)

MICROSOFT

Microsoft 365 Certified: Fundamentals (2023)

INTERESTS & HOBBIES

MUSIC

- Piano, Bass guitar, guitar
- Played in bands for ~ 10 years

SPORT

- Enjoyed team sports from a young age
- Love rugby, cricket and rugby league
- Keen spectator these days