

Irakli Dzotsenidze

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WORK EXPERIENCE

IT support specialist

NeoLab | 1.03.2024 - 24.03.2025

- Provided IT support and troubleshooting for hardware, software, and network-related issues, ensuring minimal downtime for users.
- Installed, configured, and maintained systems, enhancing overall operational efficiency.
- Monitored system performance and resolved technical challenges to maintain optimal functionality.
- Supported end-users by addressing their technical queries and ensuring smooth technology operations.

EDUCATION

- SkillWill – (Neo Bachelor's) 2024 - 2026
- Georgian Technical University - (English-Medium Program) 2022 - 2026

SKILLS

Technical Skills

- Troubleshooting & Diagnostics: Resolving hardware, software, and network issues.
- System Administration: Managing Windows and Linux OS.
- Networking: LAN/WAN setups, IP addressing, network security.
- Technical Support: End-user assistance and system maintenance.
- Software Deployment: Installation and optimization of applications.
- Programming: HTML, CSS, JavaScript.
- Office Tools: MS Word, Excel, PowerPoint.

Soft Skills

- Problem-Solving
- Communication
- Time Management
- Team Collaboration
- Adaptability

LANGUAGE

- English B2 (intermediate)