

Joshua Mar

Toronto, Ontario

2019 - 2020

[LinkedIn Profile](#)

Experience

Currently working part time in university and seeking for employment to apply my skills in the area of science. My experience working with computer hardware/software and providing technical support is a key professional quality. Willing to learn new skills and gain work experience.

Education

University of Toronto currently enrolled in Information Technology (BSc) - Toronto

University of Toronto previously enrolled in Environmental Engineering (BSc) (2019)

Ontario Secondary School Diploma - People's Choice Academy

2016 - 2019

Skills and Abilities

Basic Computer Knowledge in Office Suite (Microsoft) - 2019

Microsoft Word (2019 - 2020)

Experience

Microsoft Customer Support (2019 - 2020)

Using Tools, Troubleshooting

- Operated and provided other systems to assist clients manage the software installation and internet browsing
- Responsible for installation of various equipment after each visit
- Trained new system operators
- Managed user registration for other system operators

Microsoft Office/Office Assistant (November December 2019)

People's Choice Academy, Markham, Ontario

- Received technical support of multiple Windows accounts with other fellow team members
- Provided technical support to the customer base in assembling and connecting various systems including other browsing and file sharing
- Operated various user computer equipment throughout the duration of the course
- Trained with the setup and functions of equipment

Microsoft Office (2019 - Present)

IBM International Inc., Toronto, Ontario

- Provided customer assistance for Windows management
- Trained users for registration as well as its activation

IBM International Inc.

Windows Windows 10 and troubleshooting, hard drive, and user account module. Downloaded and downloaded from computer, printed and reconnected computer and software issues. Provided remote technical support in Hindi, French and Spanish.

Willing to learn new skills