Jonathan Pui

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# **Professional Summary**

# Highly ambitious and motivated IT System Administrator with over 3+ years of experience. Possesses strong interpersonal skills to assist end users with technical issues quickly and efficiently. Demonstrates good team spirit, deadline oriented and presents complex solutions clearly and accurately. Experienced in handling networking concerns, implementing new software and hardware. I offer strong attention to detail and I am dedicated to bringing technical improvement to each job.

# **Qualifications**

* Professionally experienced with the use of troubleshooting computer software and hardware; including Microsoft Office, Web and Internet operations, and operating system maintenance
* AWS [Amazon LightSail + Route 53] WordPress hosted Web Dev Portfolio: **jpit.ca**
* Github Web Dev Portfolio: **jonnypui.github.io/home.html**
* Languages and Frameworks: WordPress, GitHub, Bootstrap, JavaScript, Command Line, PowerShell, HTML, CSS, AHK, BASH

## **Education**

**Bachelor’s Degree – Information Technology**  **Summer 2018**

York University, Toronto, Ontario

## **Experience**

**ICON Digital Productions Inc, Network & System Administrator April 2019-Present**

* Provide cloud-based and on-prem network & administration.
* Perform & manage data backups and disaster recovery operations.
* Review/implement security measures including intrusion prevention, intrusion detection, malware, antivirus, group security & firewall policy.
* Upgrade firmware and patches. Maintain Software and hardware licensing.
* Cloud computed with Amazon Web Services, VMware vSphere ESXi and Hyper-V environments
* Analyzed statistics, automation, scripts, and remote sessions through LogMeIn Central
* Assisted with Mitel phone line configuration
* Automated scripts in PowerShell & Command line
* Organized company Active Directory and Office 365 synchronization maintenance
* Managed Spiceworks for helpdesk support

**Compugen/NPC Dataguard, Technical Support Representative March 2019-July 2020**

* Provided over-the-phone technical support to customers regarding company product information, upgrades, warranties and computer maintenance
* Maintained structured and detailed call information accurately in TeleMagic CRM software
* Configured and implemented client Office 365 administrator tenant support
* Imported and exported BeachHead Encryption & Certifications
* Reformatted, reimaged and create images with Acronis True Image
* Utilized Micro Focus - Connected Backup for end-user data restoration
* Assisted remoted sessions through LogMeIn Rescue

**TUCU, IT Support Technician**  **Aug – Dec 2018**

* Create, follow up and resolve tickets utilizing software ticketing system under SLA & Non-SLA clients
* Provided professionally detailed documentation of client concern, procedure, and finalized solutions
* Worked with a variety of vendors and leading line of business applications
* Configured, maintained, and troubleshot applications, Operating Systems, PCs, printers, networking hardware/software and peripherals to end users
* Responded and resolved client issues over VOIP software, email, on-site visits and through remote connection
* Maintained positive customer relations & coordinated with various functions in the company to ensure customer requests are handled appropriately and in a timely manner
* Installed & maintained all components of telecommunications systems and workstations

**References Available Upon Request**