Jonathan Pui

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# **Professional Summary**

Highly ambitious IT System Administrator with a very technical background. Possesses strong interpersonal skills to assist customers with computer issues. Demonstrates good team spirit, deadline oriented and presents complex solutions clearly and accurately. Experienced in handling networking concerns, implementing new software and hardware, and addressing user concerns. I offer strong attention to detail and I am dedicated to bringing technical improvement to each job.

# **Qualifications**

* Excellent customer service and communication skills
* Professionally experienced with the use of troubleshooting computer software and hardware; including Microsoft Office, Web and Internet operations, and operating system maintenance
* Knowledgeable in virus vulnerability and hardware issues
* Constantly updated with the latest technology trends and accessibilities
* Languages and Frameworks: GitHub, Command Line, PowerShell, HTML, JavaScript, CSS, AHK, Wordpress

## **Education**

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

York University, Toronto, Ontario

## **Experience**

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

* Cloud computed with 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-Present**

* 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

**Toys R Us, Sales Associate**  **May 2016 – Sept 2017**

* Actively tendered sales items, engaging in customer service/support desk, and providing salesmanship experience for Buyers Protection Plans or other premium features
* Operated POS cash register for cash, check and credit card transactions
* Maintained organized and visually appealing display of stock items for the entire store
* Educated customers about in-store products, promotions and service offerings

**References Available Upon Request**