



IT Support

PROFILE

I'm an IT support professional who genuinely enjoys solving technical problems and helping people get back to work with as little disruption as possible. I have hands-on experience supporting end users, managing Microsoft 365 and Active Directory environments, and troubleshooting everything from login issues to network dropouts. My approach is calm, patient, and user-focused. I like understanding the person behind the issue, not just the error message. I'm looking to bring my skills into a team where I can continue growing while contributing to a reliable, secure IT environment.

EDUCATION

University of Westminster

Bachelor's Degree in Computer Science
2022-2025

SKILLS

- Azure AD & On-Prem AD: User lifecycle management, password resets, security groups, permissions.
- Windows 10/11: Daily support, updates, driver fixes, device configuration.
- Office/Microsoft 365: Mailboxes, MFA, SharePoint/Teams basics, licence assignment.
- Networking: Good understanding of LAN/WAN, DNS, DHCP, VPN, TCP/IP fundamentals.
- Ticketing Systems: Comfortable using ITSM tools to manage incidents and requests.
- Hardware + Software Troubleshooting: Laptops, desktops, printers, monitors, applications.
- Asset Management: Tracking equipment, maintaining accurate software/hardware records.
- Windows Deployment Services (WDS): Imaging and device preparation (if applicable to you).

CERTIFICATIONS

- Advanced SQL : [view](#)
- preparing for CCNA CompTIA in network security exam(which will be in January)

PROFESSIONAL EXPERIENCE

Team Leader

popina | Mayfair
feb 2023 - April 2024

- Trained new staff, delegated tasks, and made sure everyone understood their responsibilities.
- Handled customer issues professionally, defusing difficult situations with patience and clear communication.
- Managed shift organisation, stock levels, and closing/opening procedures.
- Learned how to stay calm under pressure, think quickly, and support others

IT Support Technician

May 2024 - June 2025
University of Westminster

- Diagnose and resolve hardware, software, and network issues across desktops, laptops, and mobile devices.
- Perform hardware repairs and replacements (e.g., RAM, SSDs, motherboards, screens, batteries).
- Install, configure, and maintain operating systems and business applications.
- Document issues, fixes, and processes using IT service management tools.
- Support basic network troubleshooting (Wi-Fi, IP conflicts, VPN connectivity).
- Collaborate with third-party vendors or escalate issues to senior IT staff when needed