

YUXIN (KEVIN) SUN

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I'm a technology enthusiast with extensive experience in resolving hardware, software, and network-related challenges. I possess the ability to independently troubleshoot and resolve end-user issues proficiently.

Certification:

AWS Certified Solutions Architect – Associate

Cisco Certified Network Associate Routing and Switching (CCNA)

Work Experience:

Senior Gorilla Rigs Technician

Mighty Ape LTD

4/2022-Present

- Build Gorilla Rig Gaming PCs, including hardware, software and OS.
- L2 troubleshoot reported issues with PCs and provide troubleshooting support to customers.
- Provide advice, feedback and guidance as a mentor.
- Perform quality control of products.
- Manage stock level, ensuring stock is accurate and available.

Assembly Team lead

PB Tech LTD

3/2021-4/2022

- Analyze, plan and implement actions from managers.
- Balance workloads within team.
- Perform quality control of products.
- Manage stock, ensuring stock is maintained and accurate.
- All the responsibilities of Computer Technician.

Computer Technician

PB Tech LTD

10/2019-3/2021

- Carry out troubleshooting desktops and laptops. Ensuring tasks are completed on time.
- Configuration of Microsoft Server, Exchange, Active Directory, Virtualization – VMware.
- Carry out upgrading/renewal and maintenance of ex-lease PCs, laptops, phones, tablets, cameras and gaming products.
- Liaise with Returns & Warranty Department regarding warranty process in relation to all new or upgraded PCs and other technology products.

IT Technician

DTC Systems LTD

11/2016-12/2018

- Support desktop infrastructure and services including hardware, software and OS.
- Managing desktop standard operating environments, desktop and server hardware & systems, the Microsoft technology stack including Active Directory, DNS, and using Group Policy to customise OS and application settings, and printing. Practical experience with VMware.
- Investigate and diagnose for problem resolution.

- Perform maintenance of physical infrastructure including desktop, telephony, printers and video conferencing equipment.
- Build and strengthen working relationships with stakeholders to assist in the effective resolution of customer faults.
- Assist with customer devices and application configurations.

Project Engineer

China Unicom

1/2013-6/2015

- Ensure IDC (Internet Data Center) Fiber Network Migration projects follow sound methodology and execution practices in accordance with internal standard procedures. Ensure that an integrated schedule for the project's entire scope of work is provided.
- Analyze project requirements with the project team, determine architect solutions, and check that all essential work activities have been identified in sufficient detail to serve as a basis for developing realistic project schedules. Monitor project progress and regularly analyze project critical paths to ensure all critical path activities and project milestones are progressed to the plan.
- Perform implementation and resolve issues from projects.

Network Engineer

China Unicom

9/2010-12/2012

- Work with the IT Infrastructure and System team on projects to design, build and maintain systems.
- Participate in technical pre-sales engagements and assist in the preparation of sales proposals.
- Provide project and consultancy services for both external and internal stakeholders.
- Provide technical expertise and support for managed services customers' LANs, WANs, Wi-Fi, FTTH.
- Perform troubleshooting and implement improvements.

Network Technician

China Unicom

8/2007-8/2010

- Take part in a 24x7 on-call L1/L2 rotation.
- Monitor existing infrastructure and systems to proactively fix issues and work on tickets within ticketing systems.
- Troubleshoot issues across the entire stack - hardware, software, application and network.
- Assist and provide technical direction to support teams with escalated issues. Implement, support, maintain and manage IT infrastructure and systems, including networking and IT security.
- Collaborate with engineering teams to deploy corporate information systems quickly and effectively, ensuring processes flow smoothly and the occurrence of outages is minimal.

Education:

Graduate Diploma in Information Sciences
Bachelor of Science in Information and Computing Science

Massey University
Jiangnan University