KHAING TUN

khaingtt@outlook.com | 0455501456 | Sydney, NSW 2113

Summary

Resourceful Technical Support Engineer polished in restoring system functionality by quickly assessing and resolving diverse hardware and software problems. First-rate troubleshooting, diagnostic and repair skills combined with strong attention to detail and systematic approach.

Skills

- Technical Troubleshooting
- Linux Programming and Administration
- MS Office proficiency
- Application installations

Experience

IT Support Engineer | Epecom Pte Singapore - Singapore, Singapore | 2010 - 2013

- Troubleshot daily IT desktop client issues, supporting multiple departments and various offices.
- Mentored other technologists and support professionals to provide professional development and skill enhancement.
- Delivered on-site technical support following software implementation and worked with managers to suggest product upgrades and changes.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Directed account management and customer training on company technical software and tools for new accounts and new users.
- Reviewed current hardware and software configurations and recommended modifications to increase system speed.
- Provided on-site technical support after project implementation and recommended product changes and upgrades to product managers.

Education and Training

Coder Academy | Sydney | Expected in 01/2022
Diploma in Information Technology: Information Technology

Websites, Portfolios, Profiles

- https://khaing.netlify.app/
- https://www.linkedin.com/in/khai-tun-28351020b/