
MS. NARUMON PONJAREANPORNCHAI

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IT Support / Technical Support

Summary

From My job experience in 6 year , I would like to use all the skill and capability that are available, For the adjust the operation to the organization to make the assignment work as efficient and effective as possible.

Work experience

2013 - Present

IT Support /Technical Support

Ishida Taiseisha (Thailand)Ishida Taiseisha (Thailand) Co., Ltd. Co., Ltd.

DESCRIPTION

- Installed and maintained company's computer systems and network.
- Provided technical assistance to customers on inbound telephone tech support calls.
- Used remote access to perform troubleshooting when needed.
- Support through step-by-step process for troubleshooting hardware issues.
- Assisted customers with anti-virus program installations and virus removals.
- Conducted computer technology training with all new staff.
- Recommended computer products and applications to improve productivity.
- Used good problem-solving skills for troubleshooting problems.
- Used great customer-service skills.

Education

2005 - 2008

Bachelor's Degrees

South East Asia University

Branch of Business Administration Program in Business Computer.

2002 - 2005

High Vocational Certificate

Bangkrawfa Commercial College Thailand

Branch of Business Computer

Skills

Hardware/Systems

Multiplexers, PC/Server, Admin, Routers, Switches, IP Telephony, Mac, Windows, Projector

Databases

MS SQL, MySQL, Firebase, MS Access

Languages

Linux ,Visual Basic, SQL, HTML, Python

Applications

Microsoft Office Suite: Word, Excel, Outlook, PowerPoint

QuickBooks, Quicken, line bot, ProSeries, Intuit Online Payroll, All in one, ERP and Other

Core Competencies

- Install OS for Windows PC
- Configuration Firewall
- Database Administrator
- Network Configuration
- Help Desk and Technical Support
- Analysis and solve problem system
- Install and config MS Office Suit
- Customer Service
- Remote and Monitor Server
- Install and config basic server
- Troubleshooting Hardware,Software
- Stand by for user support
- Technical Support
- Networking installation
- Network Monitor
- Other support from user request
- Basic command of English