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PERSONAL SUMMARY

A bright and talented technician with a strong technical background who possesses self-discipline and ability to work with the minimum of supervision. A highly competent and enthusiastic support specialist with experience of providing advice assistance to system user via the service desk, telephone system and remote support software tools.

Now looking for successful and dynamic company that offers conditions for progression.

EDUCATION

Southern Slavic Institute of the Kiev Slavonic Studies University	2011
<i>Ukraine, Nikolayev</i>	
<ul style="list-style-type: none">• Bachelor in Land Management	

WORK EXPERIENCE

1st Line support	06.2014 - Present
<i>System Development Center "KUB" (Odessa)</i>	
<ul style="list-style-type: none">• Providing 1st line technical support, answering support queries via phone and email.• Remote administrating and management of customer premises equipment.• Determining the nature of faults and steps required to rectify it.• Carrying out user administration and set up.• Using remote control software tools to provide faults resolution and diagnosis.• Document and maintain Help Desk policies and procedures.	

Service Engineer	01.2014 – 06.2014
<i>Master.com (Nikolayev)</i>	
<ul style="list-style-type: none">• Diagnosis of desktop, applications, networking, and infrastructure issues.• Experience of supporting wide and varied client base.• Troubleshooting PC's and laptops.• Installation and support of telecommunication equipment.	

Service Engineer	04.2010-12.2013
<i>Computer Service (Nikolayev)</i>	
<ul style="list-style-type: none">• Diagnosis of desktop, applications, networking, and infrastructure issues.• Experience of supporting wide and varied client base.• Troubleshooting PC's and laptops.• Installation and support of telecommunication equipment.	

SKILLS SUMMARY

- Basics knowledge of Linux.
- Strong experience in Windows workstations.
- Understanding the basics of network protocols.
- Strong knowledge of hardware.
- Organized.
- Responsible.
- Troubleshooting.
- Problem solving.
- Hard working.
- Intermediate English.