

Sachin Singh

02108662272

Sachinsingh73065@gmail.com

4/6 O'Neill Street Claudelands, Hamilton

LinkedIn: [Sachin Singh](#)

Website: [Sachin Singh](#)

Summary:

A dedicated and patient IT professional with a Diploma in IT Technical Support (expected June 2024) from Wintec | Te Pūkenga. Over a year of experience in a fast-paced retail environment at Woolworths, honing exceptional customer service and problem-solving skills. Proficient in Microsoft products and experienced with Zendesk ticketing system. Excellent written and verbal communication abilities, with a passion for helping others and working autonomously under pressure.

Education:

Diploma in IT Technical Support

Wintec | Te Pūkenga, Graduation: June 2024

Relevant Coursework and Skills:

- Knowledge of ITIL processes
- Understanding of networking, databases, and Linux
- Basic understanding of web development
- Troubleshooting hardware and software issues
- Customer service experience in a technical setting
- Familiarity with virtualization technologies (e.g., VMware, VirtualBox)
- Knowledge of cloud computing concepts (e.g., AWS, Azure, Google Cloud)
- IT Essentials certificate from Cisco
- Basic understanding of Python
- Familiarity with computer networking protocols (e.g., TCP/IP, DNS, DHCP)
- Experience with the ticketing system Zendesk
- Familiarity with remote access software
- Familiarity with cybersecurity principles and best practices
- Proficient in Microsoft Office (e.g., Microsoft 365)
- Excellent communication skills
- Strong time management abilities
- Highly organized
- Familiarity with IT security principles and best practices
- Ability to work effectively in a team environment
- Familiarity with scripting languages (e.g., Bash, PowerShell)
- Strong analytical and problem-solving skills

Work Experience

Job Title: Long Life Assistant

Company: Woolworths

Location: Claudelands, Hamilton

Dates of Employment: 01/06/2023 - Present

Responsibilities and Achievements:

- Provided outstanding customer service in a high-volume retail setting
- Handled customer inquiries and resolved issues with patience and professionalism
- Creating a positive and friendly customer experience.
- Maintained a clean and organized store environment
- Effective teamwork for a seamless customer experience

Skills:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Experience with Zendesk ticketing system
- Excellent written and verbal communication skills
- Strong problem-solving and analytical abilities
- Patient and customer-service oriented
- Ability to work independently and under pressure
- Quick learner of new technologies and systems

Certifications:

- IT Essentials – Cisco Networking Academy
- CCNA-1 - Cisco Networking Academy
- NDG Linux Essentials course, Cisco Networking Academy

Languages:

- Spoken: English, Hindi
- Proficiency: Fluent in both

Visa Status: Resident Class Visa

References:

Available upon request