




## CONTACT

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KingdomPROFESSIONAL  
SUMMARY

Highly motivated IT professional with a background as an IT Field Engineer where I was able to develop client administration, Computer Networking, and Cyber Security skills, as well as being involved in programming and application improvements. To refresh my knowledge and continue to develop my skills, I recently graduated from an IT Technician Traineeship specialising in troubleshooting hardware and software issues through a series of courses from CompTIA, Microsoft, Cisco, practical work, and official certifications. Throughout my career to date, I have gained excellent analytical thinking, customer service,

## EXPERIENCE

**IT/INSTALLATION ENGINEER** *Mar 2023- Current**Commerce Business Systems, CBS*

- Responsible for installing photocopiers from various manufacturers, including setting up the network
- Print management on client servers
- Scan to Email, Network, Folder
- Setting up printers and providing remote support.

**FIELD RESOURCING ENGINEER** *Sep 2022- Mar 2023**RICO TVS*

- Responsible for picking up devices from depot in Leeds
- Tech Exchange, including installing and setting up personal computers, laptops, tablets, PEDs, scanners, and retail POS
- Installed and uninstalled devices for various companies and retail businesses
- Installed and rebuilt Windows Operating System through network Company

**IT TECHNICIAN TRAINEESHIP** *Apr 2022- Feb 2023**IT Career Switch Ltd*

The IT Technician Traineeship specialised in preparing me for the IT Support sector through a series of intense courses and practical application.

Courses studied included:-

CompTIA A+, Network+, Security+- MCSA Microsoft Windows 10- Cisco CCNA- ITIL Foundation V3

- Installing, configuring and migrating Windows 10 Operating Systems
- Configuring security systems and Windows firewall
- Troubleshooting common system problems
- Configuring and managing printers, configuring mobile devices
- Configuring, managing and maintaining essential network devices- Designing and implementing a functional network
- Active Directory – unlocking user accounts, resetting passwords, searching users
- Implementing network security, standards, and protocols.

**SECURITY AND IT SUPPORT OFFICER** *Jun 2018- Oct 2021**Increase the Peace, ITP*

- (Licence# 944-892-505)
- Experienced in concierge Duties includes Customer Service, reporting and keeping log using MS office

and communication skills, which I hope to apply alongside my technical skills in a new and challenging IT role. I believe my experience, knowledge, and ability to develop solid working connections, together with my qualifications, will make me an asset to your company.

## SKILLS

- Schematic and PCB design
- C, C++ programming in embedded systems
- GUI development on embedded systems
- Microcontrollers(Microchip, Arduino), FPGA, DSP kit
- Microsoft Visual Studio 2010, MATLAB, Verilog, Packet tracer
- Wireshark, Trilogy, Modalism, AVR studio, OrCAD PSpice
- CompTIA A+, Network+, Security+
- MCSA Microsoft Windows 10
- Cisco CCNA
- ITIL Foundation V3
- Installing, configuring and migrating Windows 10 Operating Systems
- Configuring security systems and Windows firewall
- Troubleshooting common system problems
- Configuring and managing printers, configuring mobile devices
- Configuring, managing and maintaining essential

- Managed basic control room operation and monitored CCTV cameras on multiple sites
- Supervised computer system configuration and installation such as Microsoft Windows and Office 365
- Experienced in crowd Control and Static Guarding at different sites and venues such as clubs, pubs, and restaurants.

### **INTERN** Aug 2018- Oct 2018

#### *Deakin Talent Freelancing HUB*

- Led team in working on a project called Project GenU and as a team member
- Created a detailed report for GenU organisation (non-for-profit) of current position in market and how to improve to attract more people as a member of a team

### **INTERN** Nov 2017- Dec 2017

#### *Internet of Things, IOT, Vietnam*

- Learned about Internet of Things to intermediate level in professional environment such as software house of FPT University Da Nang
- Built line follower robot challenge in 24 hours and won third position
- Learnt basic programming of microcontrollers and integrated with sensors

## EDUCATION

### **MASTER OF SCIENCE - INFORMATION TECHNOLOGY** Jan 2018

#### *Deakin University, Melbourne, Australia*

Majors in Cyber Security & Networking

### **BENG - ELECTRICAL (COMPUTER) ENGINEERING** Jan 2016

#### *COMSATS Institute of Information Technology*

### **CERTIFICATES - COMPTIA A+**

#### *CompTIA*

I have recently fully passed my CompTIA A+ qualifications specialising in troubleshooting hardware and software issues. More information on this certification can be found at: <https://certification.comptia.org/certifications/a2023>: CompTIA A+ 220-1101 & 1102

network devices

- Designing and implementing a functional network
- Active Directory – unlocking user accounts, resetting passwords, searching users
- Implementing network security, standards, and protocols