KIN MAN SHUM

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Professional Summary

Self-disciplined professional with ample experience in IT, customer service and technical support. Adept in troubleshooting, diagnosing and designing computer systems to customise client needs. Eager to enhance skills and achieve growth in organisation. Detail-oriented technical support engineer with solid skills in resolving technical issues in hardware and software. Resourceful, flexible and committed team player. Reliable in meeting tight deadlines to meet demands.

Skills

- Hardware maintenance and upgrades
- Application installations and support
- Staff education and training
- Fortinet firewall policy and VPN setup
- Skilled in TCP/IP and WAN
- Technical issues analysis
- MCSE
- CCNA
- AWS
- Citrix Xenapp

Work History

Information Technology Support, 12/2004 to 11/2022
Kwoon Chung Motors Company Limited – Hong Kong

- Developed solutions for critical software issues, guiding customers through bug fixes and reactive maintenance.
- Worked closely with end-users to assess business requirement, support change and deliver high-quality customer experiences.
- Maximised First Time Fix Rate (FTFR) by conduction thorough analysis of root cause.
- Reported incidents, risks and hazards by following set procedures.
- Communicated technical concepts to customers clearly by phone, email and online chat.
- Responded to incidents on-site, providing precise time estimations and managing customer expectations.
- Managed and prioritised allocated incoming support tickets.
- Supported out-of-hours service by working unsociable hours on-call.

Education

Bachelor of Science, Computer Networks, 06/2020
The Global Academy – Middlesex University