

TAKUMI ADACHI

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SUMMARY OF QUALIFICATIONS

- Patient listener focused on providing the best support for the client.
- Team player looking to contribute beyond expectations.
- Passion for technology and helping others.
- Mature knowledge in verbal and written communication.
- Insight in troubleshooting technology.
- Previous experience as a Technical Support Analyst.
- Prior programming experience.

PROFESSIONAL EXPERIENCE

Technical Support Analyst

2007 - 2008

Ministry of Attorney General, Victoria B.C.

Primarily took counter litigation's documents and processed by hand into a batch job usable in our database in addition to providing tier 1 and tier 2 support.

- Provided technical support to legal secretaries from software to hardware.
- Implemented a VisualBasic script that uses ImageMagick to batch covert images of various types into .TIFF format. It reduced the time required to process images and input it into the litigation software.
- Assisted co-workers in the same department with calls.

Information Technology Contractor

2006 - 2007

Sydney Fire Department, Sydney B.C.

- Did a manual data transfer from legacy database with 4 years of information to a new version of the database.

TECHNICAL SKILLS

Software MS Office 2003/2007/2010/2013, OpenOffice.

Concepts Physical desktop and server maintenance.

Platforms Windows XP/Vista/7/8, Windows Server 2012, Unix/Linux, Mac OS X.

EDUCATION

University of Victoria

2010 – 2013

Computer Science Degree. Completed 33 credit hours.

Camosun College

2006 - 2009

Computer System Technology Diploma with Co-operative Education Designation.

ADDITIONAL INFORMATION

Member of the University of Victoria Kendo club for 7 years.