

# Evan Charles

IT SYSTEM ADMINISTRATOR

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## SUMMARY

Accomplished IT system administrator with a background in 1ST and 2nd line IT support provision across public and private sector organizations as well extensive infrastructure project experience with broad-ranging IT support experience coupled with a robust understanding of IT Infrastructure and environments within large organizations confidently deliver support solutions that ensure an optimal level of IT service performance and swift resolution of issue and queries. Highly qualified with numerous Cisco and Microsoft certifications. I possess deep technical knowledge across business systems including hardware, software, networking, and change methodology.

## SKILLS

Networking Crimping	● ● ● ○ ○	On-site and remote support	● ● ● ● ●
Software & Hardware Troubleshooting	● ● ● ● ○	Call log management	● ● ● ● ○
Windows Environment	● ● ● ● ○	Printer troubleshooting	● ● ● ● ○
Server performance Management	● ● ● ● ●	Laptop troubleshooting	● ● ● ● ○
Firewall and IT security Management	● ● ● ● ○	Inventory handling	● ● ● ● ●

## EXPERIENCE

### IT Field support

#### Venue Computer Center *Jun 2013 - Dec 2015*

- Identify user issue, diagnosing problems and delivering workable solutions via phone and Email or Remote support
- Ensuring that all user issues resolved with agreed service level time frames
- Exceeding end user expectations through professional customer service and clients
- Overseeing the installation of hardware and software including printers , PC's and OS's
- Troubleshooting networks hardware and ensuring that network performance remains optimal
- Managing access and assigning appropriate permissions to ensure security of information
- Supporting a range of devices from laptops and desktops to printers and smart phones
- Troubleshooting software including Microsoft Office Suits 2007/2010, Active Directory, Windows 7,8.10,Windows server 2008,2012r2
- Accurately maintaining call logs for communication ,audit purpose and process improvement

### IT Support Assistant

#### MNT Gold Solution *May 2016 - Present*

- Microsoft Outlook, Outlook Express configuration, backup,
- Maintained of computer hardware systems and system assembly
- Maintain the assets of pc's and laptops
- Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
- Manage all the inventory of PCs

- Creation and management of Domain and user accounts as well as assign access rights and permission to use the internet facility.
- Managing & Monitoring Network & Coordinate with Vendor
- Provided the Remote support Net meeting using the following software Team viewer, VNC Server, Any desk Remote Software.
- Monitoring & ensuring a recommended temperature for Server Storage Room
- Installation of Antivirus, Patches & Updates from Backend side & frontend both
- Experience in installation of Windows, configuration, Technical troubleshooting
- Support of server Hardware, operating systems, Microsoft application software and Peripherals, Windows 2000, 2003, 2008,2012 R2, Linux, Windows XP & Windows 7,8,10
- Working knowledge with firewall devices Fortigate, Sophos
- Networking and crimping, OFC slicing
- Coordination of IT

## EDUCATION

### Diploma in Hardware and Networking

The University of Texas at Dallas *Sep 2010 - May 2011*

### Vocational Higher Secondary

School of Texas *Mar 2008 - Jun 2010*

## CERTIFICATION

### Microsoft Certified Technology Specialist 2011

Microsoft *2011-05-21*

## TECHNICAL KNOWLEDGE

- Windows Server
- Desktops/laptops/
- Printers
- System performance
- Troubleshooting
- Networking
- Asset Management
- Firewall Management

## LANGUAGES

English

German

French

Chines

## DECLARATION

I, **Evan Charles**, hereby declare that the information given above is true to the best of my knowledge.

Yours Sincerely,

