

# COLIN ANDREW

NETWORK SUPPORT ENGINEER

## Profile

A well-presented, well-mannered and articulate IT support with a good experience of performing diagnostics and resolving the staff technical problems via telephone, e-mail and one to one. A problem solver who enjoys a challenge and can work well under pressure and who possesses strong customer service skills, good communication skills and attention to detail. Looking for a company which will challenge my problem-solving skills and allow me to continue to develop my knowledge and potential.

## Skills

Hardware and software installation	■ ■ ■ ■ ■	Work well with people	■ ■ ■ ■ ■
Active directory user management	■ ■ ■ ■ ■	Able to explain technical problems	■ ■ ■ ■ ■
Firewall knowledge	■ ■ ■ ■ ■	Day to day admin and monitoring	■ ■ ■ ■ ■
Cat-6 cabling	■ ■ ■ ■ ■	Supervising helpdesk staff	■ ■ ■ ■ ■
MS Office	■ ■ ■ ■ ■	Fixing network faults	■ ■ ■ ■ ■
Good at problem solving	■ ■ ■ ■ ■	Installing new hardware	■ ■ ■ ■ ■

## Work Experience

### Network Support Engineer

Nippon Telegraph & Tel *Mar 2017 - Jun 2017*

- Providing technical support over the phone/email to all IT users.
- Provide troubleshooting and configuration support for client desktop and networking environment.
- Hardware and software installation on staff computers in accordance to their requirements.
- Troubleshoot problems associated with both hardware and software.
- Install and maintain desktop computing devices, printers and workstations.
- Setting up accounts for new users.
- Installation and configuration outdoor wireless antenna.

## Education

Bachelor's of information technology in network technology

New York Institute of Technology *Oct 2014 - Oct 2018*

## Contact

info@resumekraft.com

+1-202-555-0114

Austin, Texas

linkedin.com/in/colin

## Personal Skills

Quick learner	■ ■ ■ ■ ■
Sociable	■ ■ ■ ■ ■
Ambitious	■ ■ ■ ■ ■
Communication skills	■ ■ ■ ■ ■
Team work	■ ■ ■ ■ ■

## Languages

English	■ ■ ■ ■ ■
Arabic	■ ■ ■ ■ ■
French	■ ■ ■ ■ ■
German	■ ■ ■ ■ ■