**Michael Cheung**

9123 2017**|** michael.cheung@gmail.com

**profile**

Skilled Help Desk Technician with 3+ years of experience providing PC and client technical support for a sizable multinational company. Experience in diagnosing, troubleshooting and resolving client issues with hardware maintenance, installations and upgrades.

**areaS of expertise**

|  |  |
| --- | --- |
| * Hardware Configurations * LAN Connectivity * Phone & Online Support * Preventive Maintenance | * Problem Diagnosis * Software Installation * Technical Troubleshooting * User Training & Support |

**Experience**

## IT Help Desk, JR Dynamic Group Ltd

## Jun 2011 - Present

## Provided desktop support for 100+ end-users in HK and China region by phone or in person as needed to minimise downtime

## Performed diagnostics and troubleshooting of system issues, documented help desk resolutions and maintained equipment inventory lists

## Planned and led training sessions on software and hardware updates for new and existing clients, facilitated 3-5 sessions per month

## Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95% and 100% on all calls

**Education**

**Hong Kong University of Science and Technology, 2008-2011**

Bachelor of Science (Honours) in Computer Science

**computer skills**

## Software: MS Project, MS Office, Lotus Notes

## Databases: Oracle PL/ SQL, DB2

## Languages: Visual Basic, Java, C++, HTML, XML, CSS

## Systems: UNIX, Windows 2000/ XP/ Vista/ 7, Mac OS

**languages**

Cantonese (Native)　|　English (Fluent)　|　Mandarin (Intermediate)　|　Japanese (Basic)