

Michael Cheung

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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)