

ROBIN LAW

SUMMARY Skilled Technical Support Officer 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.

EXPERIENCE **Technical Support Officer, Expert Tech Int'l Limited**
Aug 2012 - Present

- Performed diagnostics and troubleshooting of system issues, documented help desk resolutions and maintained equipment inventory lists
- Assisted in managing database server/ application tuning and capacity planning; maintained online documentation and database security
- Planned and led training sessions on software and hardware updates for new and existing clients, facilitated 3-5 sessions per month

Technical Support Assistant, Expert Tech Int'l Limited
Jun 2011 - Jun 2012

- Provided high levels of daily hardware support including Intel PC, PC maintenance and upgrades, and external peripherals
- Measured and reported on the effectiveness of the Company's eMarketing activities using Universal (Google) Analytics and other analytical tools
- Researched and evaluated latest technology solutions and provided recommendations for improved system operations

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 (Proficient) | Mandarin (Proficient)

AVAILABILITY One month's notice
