



Johann

L1 IT Technician



HIREXE

ABOUT ME

I am highly driven to hit the ground running and prove to be an asset to your company. I have relentless motivation to acquire and implement new knowledge and skills to bridge any gap.

SKILLS

- Analytical thinking
- Time management
- Conflict Resolution
- Communication & Customer Service.
- Flexibility
- Problem-solving

EDUCATION

COMPTIA

2022

COMPTIA A+ CE

HARVARD UNIVERSITY

2022

CS50X (Computer Science)

JOB EXPERIENCE

IT Technician

2024 - Present

- Onsite and Remote Support
- Proficiently diagnosing and troubleshooting networking issues
- Installation and configuration of I.T hardware
- Administration of Servers and Virtual Machines
- Troubleshooting and updating
- Skillful management and utilization of platforms such as Microsoft 365, Active Directory and Hypervisor.

IT Helpdesk Support Technician

2022 - 2024

- Customer Support
- Resolved various hardware, software and network issues.
- Prioritization, categorizing and funneling of tickets.
- Troubleshooting and documenting various Microsoft 365 and Azure related issues.
- Maintaining excellent customer service

Client Intake Specialist

2021 -2022

- Attending to trouble tickets via chat applications.
- Administrative tasks utilizing multiple Google cloud platforms
- Setting appointments and processing online payments.
- Marketing, via multiple platforms
- Updating existing Admin SOP's and creating employee training videos

Front Desk & Office Management

2021 -2022

- Basic office Hardware troubleshooting
- Reception and processing of clients
- Document and client management
- Generating disbursements and Payment Requisitions.
- Managing office orders and purchases
- Processing all incoming/outgoing correspondence
- Transport and filing of confidential documents
- Opening and closing of client and debtor files.