

# MATHA TUMRONGSAKPAIBOON

## IT TECHNICIAN SUPPORT

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### OBJECTIVE

Detailed IT specialist with years of experience providing excellent customer support to network users as well as troubleshooting technical issues. With expertise in a variety of security, networking and operating system softwares

### SKILLS

- Management Analysis
- Strong interpersonal and communication skills
- Adaptable and problem solving skills
- Leadership and Teamwork

### EXPERIENCE

#### **IT technician support**

May 2022 - Present

Bangkok Mitsubishi HC Capital Co.,Ltd

- Implement, support, maintain, and troubleshoot IT infrastructure projects in one or many technologies under Windows, Veritas, and Virtualization Environment.
- Provided technical support to end-users and ensured the smooth running of computers, network devices, and printers
- Other duties include performing first level troubleshooting and supporting for scheduled server backups, system monitoring and reports
- Monitoring and Supervise the operation of IT infrastructure systems (Server, Network and storage ) for stable working.
- Coordinated to ensure full cooperation and effective communication with various departments
- Undertake the analysis of system Problems, identify impacts and propose solutions that meet with business needs.

#### **Data Management Support**

June 2016 - April 2022

Lofis (Thailand) Co., Ltd.

- Provided technical support to end-users and ensured the smooth running of computers, network devices, and printers
- Troubleshoot and resolved end-user application issues, maintained and updated technical support documentation
- Handled asset management, maintained inventory and liaised with vendors
- Maintained and monitored office network infrastructure, IT security, and antivirus tools
- Other duties include performing first level troubleshooting and supporting for scheduled server backups, system monitoring and reports
- Coordinated to ensure full cooperation and effective communication with various departments

### EDUCATION

**Bachelor of Humanities and Applied Arts I (Major in Information Studies)**

2012 - 2016

University of the Thai Chamber of Commerce(UTCC)

