# KENNETH [redacted]

[redacted]

[redacted]

[redacted]

**Birthday:** [redacted]

**Civil Status:** [redacted]

**Religion:** [redacted]

**Citizenship:** [redacted]

**Height:** [redacted]

**Weight:** [redacted]

To obtain a challenging post at your reputable organization that will utilize both my educational background and professional experience to contribute to the organization's goals and simultaneously provide excellent opportunities for career development and personal growth.

## EDUCATION

[redacted] (June 2010 – March 2014)

- Bachelor of Science in Information Technology

## WORK EXPERIENCE

[redacted] (March 8, 2021 – May 2, 2025)

**Systems Support Analyst**

- Download and install WebScan and check scanner drivers on the customer's computer remotely via Bomgar.
- Troubleshoot check scanners.
- Manage and monitor new/assigned tickets.

[redacted] (October 3, 2019 – March 5, 2021)

**Senior Analyst** (Xerox)

- Troubleshoot printers.
- Download and install FMAudit application on the customer's computer remotely via Bomgar and Go To Assist.

[redacted] June 13, 2017 – September 16, 2019)

**Production Support Specialist** [redacted]

- Provides technical support for end users via email, ticket and phone call.
- Provides first level of support in production and test environments.
- Manage and monitor new/assigned tickets.
- Import data requests.

[redacted] (November 10, 2014 – February 13, 2017)

**Technical Support Representative** [redacted]

- Troubleshoot Samsung phones and tablets over the phone.
- Provides remote assistance.

## SKILLS

- Hardware and software troubleshooting
- Customer service experience with excellent command of the English language (spoken and written).
- Proficient in the following software tools:
  Active Directory,Jira, Service-Now, Go To Assist, Rescue, VM Ware, Citrix, FMaudit, Microsoft Word, Excel, Powerpoint, Photoshop, MS Design, CSS, HTML