201 Creado Apartments,
Juhu Church Raod,
Juhu, Mumbai- 400049 India
P : +91 8898080904
E : hr6@falconmsl.com
W : www.falconjobs.net

FALCON ID # 34939

IT / It Technician

Residential Country :	Portugal	Nationality :	Portugal
Resume Title :	It Technician	Notice Period :	1 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
Computer		0000	Not Mention

CAREER SUMMARY

Position	Employer	Country	From Month/Year	To Month/Year
It Technical Support	Reputed Company	Ireland	07/2014	/
It Deployment/procurement Support Technician	Facebook Hq Ireland	Ireland	10/2012	07/2014
It Technical Support	Sap Ireland	Ireland	06/2011	10/2012
Microsoft Gaming Console Technical Customer Suppor	Stream	Ireland	01/2011	06/2011

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation

Current Salary (Monthly In Usd): Not Mention   Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

EDUCATIONAL BACKGROUND

Linux Foundation Course
On-line - edx.org - Linux foundation
2014

Trading Foundation Course
On-line
2013

CompTIA A+ and CompTIA Network + courses
On-line
2012

Installation and Maintenance of Computer Networks and Informatics Systems
Universidade de Aveiro
2005

Computer Science's Technician
Fundação para a Divulgação das Tecnologias de Informação
2004

Physics, Meteorology and Oceanography
Universidade de Aveiro
2003

Secondary school course
Escola secundária Dr. Jaime Magalhães Lima
2000

COMPUTER SKILLS

Very familiar various applications and systems such as:

SLA's, Ticketing systems, Office 2013, Microsoft Lync, Apple, Facebook, Lenovo, Active Director, MacOS, Google tools, Windows XP/7/8, iPhone, Android, MDM, Cisco IP Phone, Word, AutoCAD 2002-2D, Flash MX, Networks, HTML, ASP.NET, Mainframe, Unix, Linux, Frontline, Knowledge bases, Twiki pages, Office Communicator, Bloomberg, Reuters, Citrix, Click2Dial, Avaya Phones, IP Softphone, Hummingbird, Adobe Acrobat Pro, Ariba, Author 2, Blackberry, among others

Hardware support, mainly Apple, HP and Lenovo laptops, Dell desktop machines, HP/Canon printers, Android, iPhone, among others

Troubleshooting Hardware issues, fixing/replacing parts,
Good Active Directory knowledge, resetting the system Password for new users, adding/removing users to License Groups, adding users PC to Local Admin groups, etc...
Good troubleshooting skills, and precise resolution or escalation of IT issues

Additional Information :

Other Experiences :

IT SPECIALIST
IBM - Brno, Czech Republic

Responsibilities:

? Integrated in a new project of remote server support for 3rd party companies based in Portugal
? Remote monitorization servers, and alert verification
? Report any server alert to local support groups to further investigation and resolution
? Resolution of server issues remotely or escalation to local support groups

July 2009 - April 2010

TRAVELING VACATION - Spain, Gibraltar, Morroco, Malta
FURTHERING EDUCATION – Linux Certification

October 2007 to June 2009

IT SENIOR INVENTORY/DEPLOYMENT TECHNICIAN
Google Spain – Madrid, Spain

Responsibilities:

? Deployment of desktops, workstations, laptops and monitors
? Hardware repairs and preventative maintenance
? Kanban process, ensuring on-site technical stock levels maintained
? Administering repairs and re-calls
? Asset tagging of V.C. equipment
? Blackberry ordering and asset tagging
? Daily Blackberry deployment
? Warranty management
? Working closely with on-site helpdesk to ensure all hardware issues are resolved
? Liaising daily with inventory - EU team
? Monitoring, updating and maintaining ticket queues
? Organising delivery of hardware to other European offices in a timely manner
? Asset tag auditing and management
? Hardware deployment
? Receiving new hardware and maintaining stock levels of standard equipment
? Deployment of IP phones
? Ensuring SLAs are being met
? Assisting with other tasks as required, e.g. projector bulb replacement

September 2006 to September 2007

IT ANALYST – IT HELPDESK AGENT – CUSTOMER SUPPORT
Siemens SBS – Cork City, Republic of Ireland

Responsibilities:

- Performing all client IT troubleshooting at 1st level
- Ability to deal with remote computing devices - Blackberry, Remote computing desktop ...
- Accurately track and document all work performed within helpdesk ticketing environment
- Efficiently forward unresolved tickets to upper support level (escalation)
- Follow outage procedures
- Assist and work closely with other IT departments and end users
- Perform after hours on-call support on a rotational (shift) basis
- Process and complete all new account requests and account administration
- Perform some hardware setup remotely; e.g. printers, scanners, etc.
- Process and update asset tracking records
- Perform support roles aimed at towards career development
- Various IT projects and requirements documentation
- Provide updates to users on their ticket status