

Alan Joe

IT REPAIR TECHNICIAN

IT repair technician with 2+ years of experience in-field, preparing flawless presentations and leading team projects. Possesses a diploma in Information Technology and expertise in Microsoft Office. Looking to leverage my knowledge and experience into a role of leadership.

Experience

2022 - Current

IT Repair Technician *Ingram Micro*

Identify and communicate solutions for customer service opportunities. Maintain technical and product knowledge on all electronics within the scope of client's requests.

2020-2022

Team Lead Associate *Ingram Micro*

Detail-oriented and efficient, able to encourage peers and form strong relationships, with strengths in training and time management.

2021-2021

Tech Support *Bear Creek Physio*

Evaluating systems potential through assessing the compatibility of new programs with existing programs. Updating companies' website with adaptable needs.

2020-2020

V.P Youth Rising Foundation

Building strong connections with the local community, and fund-raising. Over \$3,000 were raised for the Beirut explosion, Yemen crisis and for a child with SMA.

2014-2018

Volunteer Junior Instructor *City of Surrey*

Coordinated and led activities for all age group at different recreational centers throughout lower mainland. Established trust between supervisors and clients to ensure a healthy environment. Promoted safety and beneficial outcomes, while handling an energetic group.

Education

2019-2023

B.B Information Technology

Kwantlen Polytechnic University

Skills

- Team Leadership
- Social Inclusion
- Microsoft Office
- Photography
- Upcoming Coding Languages
- Conflict Resolution
- Project Scheduling

Contact

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Certificate

- N.A.I.D
- First Aid OFA II
- Cisco Routing and Networking
- ESD-certified