

Alvin Pon B.Sc. (Hons)

Technical Support Computer Technician / Strong Communicator

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DOB: 08/01/1978
Gender: Male
Nationality: British
Marital Status: Single

PROFESSIONAL PROFILE

- Committed Technical Support Computer Technician
- Strong communication skills
- Work proficiently with others and individually
- Well organized and reliable
- Thrives in a challenging environment

ACADEMIC HISTORY

Cisco Certified Network Associate (CCNA) - Farnborough College of Technology 2002 –

- Successfully completed Cisco Networking Academies CCNA Semester 1
- Successfully completed Cisco Networking Academies CCNA Semester 2
- Successfully completed Cisco Networking Academies CCNA Semester 3
- Currently studying Cisco Networking Academies CCNA Semester 4 (part time)

B.Sc. (Hons) Computer Science (2:2) - University of Wales, Cardiff 1996 – 1999

- Individual Project: Awarded the Computer Science Dept Prize for best Third Year Project during academic year 1998-99
- Pascal Programming & Algorithms I, II & III, Basic Computer Science, Computer Architecture
- C Programming, Computer Security, Discrete Mathematics, Engineering Management
- Human Computer Interaction, Introduction to Database Management, Database Management
- Data Structures, Further Database Topics, Documentation: Data Modelling & Manipulation
- Mathematics for Computer Science I & II, Microcomputing & Prolog, Prolog & Expert Systems
- Networks & Distributed Systems, Object Oriented Applications, Object Oriented Methods
- Operating Systems, Parallel Processing I & II, Software Engineering, Systems Design-Theory
- Systems Design-Group Project

BTEC National Diploma in Computer Studies (Distinction) - East Surrey College 1994 – 1996

- Awarded “BTEC Student Of The Year 1995 (Computer Studies)” for consistent hard work
- Information Systems, Communication Skills, COBOL Programming, COBOL Project
- Pascal Programming, Computer Systems, Quantitative Methods, C Programming
- Small Business Systems Practice, Small Business Systems Concepts, Microelectronics

City & Guilds 7261 Information Technology - East Surrey College 1996

- Microsoft Visual BASIC Programming
- Borland Turbo C++ Programming

GCSE - St. Bede's Secondary School 1993 – 1994

- English (B), English Literature (C), Maths (C), Science (Double Award: CC),
- CDT Technology (A), Information Studies (B), Religious Studies (C)

CAREER HISTORY

Dunston Associates Ltd., Hampshire, United Kingdom

2003 –

Technical Support Computer Technician

- Provide professional help desk and operational support for customers and engineers
- Provide comprehensive onsite support for customers
- Effective problem solving by fault diagnostics and troubleshooting
- Maintain customers' servers remotely via VPN tunnels/Dialup connections using RDP/Symantec pcAnywhere
- Working knowledge of Windows 2000 Active Directory, Exchange Server, Outlook, Citrix and Sophos Anti-Virus
- Record detailed reports of customers' problems and their resolutions for future reference in BridgeTrak

Temporary, Full-Time Contract

- Cam Lock (UK) Ltd., Hampshire, United Kingdom 2003
- Prism Data Management Ltd., Hampshire, United Kingdom 2002 – 2003

Telindus Ltd., Hampshire, United Kingdom

2000 – 2002

Production Laboratory Technician Team Leader

- Supervise workforce of three Production Laboratory Technicians
- Review quality of work performed in the department
- Ensure working environment complies to the ESD measures
- Monitor level of Laboratory tools and equipment, replenishing where necessary
- Maintain Telindus Customer Support FTP site, ensuring the latest software is available

Telindus Ltd., Hampshire, United Kingdom

1999 – 2000

Production Laboratory Technician

- Performed laboratory testing of various networking hardware to ISO9001 quality standards:
- Cisco, Juniper, Marconi (FORE), Alcatel (XYLAN), Extreme, CellStack, Riverstone, Redback, NetScreen, Telindus
- Ensured thorough testing, configuration and appropriate software on ATM/Ethernet switches/hubs/routers for customers
- Diagnosed faults in customer equipment, carrying out repairs where necessary
- Liased with manufacturers, raising support cases and acquiring RMAs

PROFESSIONAL TRAINING

Learning Tree

2001

- Data Network Design & Optimization (453), Hands-On LAN Troubleshooting (254)
- Hands-On Internetworking with TCP/IP (467), Introduction to Datacomm & Networks (350)

Vital Network Services

2000 – 2001

- Extreme – “Lighting up the Enterprise”, Extreme – “Getting Started with Extreme”

Hemsley Fraser

2001

- Assertiveness & Self-Confidence Development, Customer Service – Providing a Quality Service

Telindus

1999 – 2001

- AMS, Juniper Product Course, Cisco: AVVID, ATM Workshops 1 & 2, FORE ASX-200BX
- ADVA: FSP Technical Training, Trainers: Customer Care & Telephone Techniques

COMPUTER EXPERIENCE

- HTML, Perl CGI, UNIX, C-Shell, X-Windows, MS-Office, FTP, AMS, Meeting Maker, pcAnywhere, Sophos Anti-Virus
- Windows 3.1/9x/NT4/2000/XP, MS-DOS, WinZip, PKZIP, Paint Shop Pro, FileMaker Pro, Outlook, BridgeTrak, Citrix
- Swift keyboard skills: 103 gross keystrokes/minute for standard alphanumeric data entry

INTERESTS

- Badminton, driving & reading

REFERENCES

- Available upon request