TAO HSUEH

IT Help Desk

+61 (07) 3282 8323 📞

TaoHsueh@gmail.com ✉️

Australia, Antigua, 42 Old Gayndah Road 📍

PROFESSIONAL SUMMARY

Highly skilled IT Help Desk Technician with over five years of experience providing exceptional technical support to a diverse user base. Proven track record of resolving complex issues efficiently while maintaining a professional demeanor. Strong communication skills combined with a deep understanding of hardware, software, and networking technologies.

EDUCATION

2011 - 2015

Bachelor of Information Technology (IT)

University of New South Wales / Australia, Sydney

SKILLS

Proficient in troubleshooting hardware and software issues	Expert
Extensive knowledge of Active Directory management	Expert
Strong understanding of TCP/IP networking protocols and LAN/WAN configurations	Expert
Excellent problem-solving skills with a focus on providing efficient solutions to end-users	Expert
Effective verbal and written communication abilities	Expert

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PERSONAL INFO

- Date of birth: 26 January 1990

EXPERIENCE

2015 - Now

IT Help Desk Technician
Pacific Solutions / Australia, Sydney

- Collaborated with the internal IT team to provide technical support and troubleshoot hardware, software, and network issues for a diverse user base of over 500 employees.
- Managed the installation and configuration of computer systems, ensuring smooth functionality and adherence to company standards.
- Assisted in the development and implementation of IT policies and procedures to enhance efficiency and mitigate security risks.
- Conducted end-user training sessions on various software applications, effectively improving employee proficiency and productivity.
- Maintained accurate documentation of help desk requests, resolutions, and knowledge base articles.

INTERNSHIPS

2014 - 2014

IT Support Intern
Sydney Technology Solutions / Australia, Sydney

- Assisted the IT team in troubleshooting hardware and software issues for internal staff.
- Conducted regular maintenance checks on computer systems, ensuring optimal performance.
- Participated in the implementation of network upgrades and system migrations.
- Provided user training on basic IT procedures and best practices.
- Assisted with inventory management and procurement processes for IT equipment.

PROJECT MANAGEMENT EXPERIENCE

Successfully managed multiple projects from initiation to completion

Coordinated project timelines, resources, and deliverables

Tracked project progress and effectively communicated updates to stakeholders

TRAINING AND DEVELOPMENT

Attended seminars and workshops on integrating technology into the classroom

Completed a course in cross-cultural communication

VOLUNTEER EXPERIENCE

Event Planning Committee Member, British Red Cross Society

United Kingdom, London

Assisted in the planning and execution of fundraising events for humanitarian initiatives.

CYBERSECURITY TRAINING PROGRAM

2020 - Now

International Digital Defense Academy
Australia, Sydney