

Mikhail

Mikhail.346925@2freemail.com

**Personal summary**

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues. Knowledgeable in web based system development for both front end and backend. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

Currently looking for a suitable IT support position with an ambitious company or organisation.

**Skills**

* Desktop Support
* Diagnosing hardware and software faults
* Basic network
* Web programming language HTML, CSS, JQuery, PHP
* SQL Database
* Adobe Photoshop

**Employment history**

**IT Support / Programmer – Phoenix Publishing House INC.**

*(March 2012 – January 2017)*

**Duties**

* Human Resources Information System Administrator
- Database Management (Generating scripts, backups and restore)
- Setup and managing of Server (Window Server)
- Testing and deployment of new system patches
* Developed an Automated Manpower Requisition System for Human Resources Department
* Providing troubleshooting and configuration support for client desktop and networking environment.
* Providing technical support over the phone.

**Education**

**STI College Munoz - Edsa**

*(2008 – 2012)*

BS Information Technology

**References**

Available upon request.