



Norman Rosello

IT Technical Support

11 years of service. Experience IT Technical Support with training in a wide range of Administrator tasks. Able to work under pressure **Identify, Investigate, Resolving, and Quick respond.** To advise and assist registered users with concerning their technical issues and over sees and facilitates the installation and maintenance of IT systems.

Experience

Contact

Phone

+971 50 928 9785

Email

nnong2747@gmail.com

Address

Dubai, Jebel Ali U.A.E.

Education

2023

Filipino Institute
CareDant Training Institute
Dubai, United Arab of Emirates
Information Technology

2000–2003 (Irregular)

University of the Visayas
Cebu, Philippines
BS Custom Administration

1999–2000

Saint Paul College
Cebu, Philippines
Computer Technician

1996–1997

Don Bosco Training Center
Cebu, Philippines
Industrial Electricity

Basic Programming skills

Putty
Winbox
HTML
CSS
Javascript
Visual Studio Code

Basic Software Tools

Adobe Photoshop
Adobe Illustrator
Adobe Premiere
Adobe Dreamweaver
CorelDRAW

2014 – 2023

Farraj Trading & Manufacturing Company LLC.

Job description

Manage, Maintain, and Troubleshoot IT systems. Include diagnosing and repairing faults, resolving network issues, and installing and configuring hardware and software.

2023 – Present

Al Serh Al kabeer Construction Company

Job description

Provide first-line technical support to end-users in **48 construction sites**, troubleshooting and resolving hardware and software issues promptly. Assist in the installation, configuration, and maintenance of computer systems.

2023 (Part-time)

Dhoo Al Abyath Company LLC.

Job description

Strong knowledge of routing, switching, VPN, and firewall protocols. Design, configure, and maintain network hardware and software components. Monitor network performance, troubleshoot issues.

Nodes Installed and Configured

Firewall

Fortinet FG-100D
SonicWall TZ300P 01 SSC 0030
PIX-506E – Cisco Firewall 1x

Routing & Switching

Cisco Catalyst 2900
SGE2000P – Cisco 24-Ports
Mikrotik Cloud Router/Switch
TP-Link, D-link

Operating System

MacOS Catalina, Ubuntu Desktop, Ubuntu Server, Kali Linux, Windows 7-11, Windows Server 2016 & Windwos Server 2019

Server rack assemble & Cable management

42U server rack
Cat6-7 cable
RJ 11-12 telephone cable

CCTV & Camera

HIKvision
Dahua Technology
GoPro

IP Phone and Printer

GrandStream Canon Panasonic
Yealink Hp
Avaya Brother

Language

English, Tagalog, Bisaya

March 21, 2024

Hiring Manager
HR Management

Dear Sir/Madam,

I am writing to express my strong interest in any position you required. With my extensive experience in providing technical support and my passion for problem-solving, I am confident that I would be a valuable asset to your team.

I have been fascinated by technology and its ability to transform the way we live. This passion led me to pursue a career in IT support, where I have gained comprehensive knowledge and expertise in troubleshooting hardware and software issues, managing network systems, and providing exceptional customer service.

In my previous role as an IT Support Specialist at a Dubai-based company, I successfully resolved complex technical problems for a diverse range of clients. I developed a reputation for my ability to quickly diagnose issues, communicate technical information in a clear and concise manner, and provide effective solutions. I am confident in my ability to adapt to new technologies and learn new systems quickly, allowing me to provide efficient and reliable support to end-users.

What sets me apart as a candidate is my strong commitment to customer satisfaction. I believe that exceptional technical support goes beyond simply **Identify, Investigate, Resolving, and Quick respond** and **Problem solving**. It involves actively listening to the needs of the user, providing empathetic assistance, and ensuring that they feel supported throughout the process. I take pride in my ability to build rapport with clients and colleagues alike, fostering a positive and collaborative work environment.

I am excited about the opportunity to contribute to your continued success. Your commitment to innovation and dedication to providing top-notch customer service align perfectly with my own values and aspirations. I am confident that my technical skills, combined with my passion for delivering exceptional support, make me an ideal fit for your team.

Thank you for considering my application. I would welcome the opportunity to further discuss how my skills and experience align with the needs of Arrows Integrated. I have attached my resume for your review. Please do not hesitate to contact me at your convenience to schedule an interview.

Sincerely,

Norman Rosello
+97150 92 89 785
nnong2747@gmail.com