

Enrico Ennis

Shrewsbury logwood,
Petersfield P.O.
Westmoreland
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OBJECTIVE: A highly skilled and customer-oriented professional with a strong passion for providing technical support. Seeking a Technical Support position to utilize my extensive knowledge and expertise in troubleshooting hardware and software issues, delivering exceptional customer service, and ensuring prompt problem resolution.

SKILLS:

- Technical Troubleshooting: Proficient in diagnosing and resolving complex technical issues related to computer hardware, software, and network systems.
- Customer Service: Experienced in providing exceptional customer service, effectively understanding and addressing customer inquiries, and meeting their technical requirements.
- Communication: Strong written and verbal communication skills, with the ability to explain technical concepts in a clear and concise manner.
- Problem-Solving: Analytical mindset and the ability to analyze error logs, conduct root cause analysis, and implement effective solutions.
- Collaboration: Proven ability to collaborate effectively with cross-functional teams to resolve technical challenges and improve service delivery.
- Documentation: Accurate documentation skills, including tracking support cases and maintaining knowledge bases.

EDUCATION:

The University of Technology Jamaica	2023-Present
HEART Trust/NTA-NWTI-Kenilworth Campus	2018-2019
Frome Technical High School	2013– 2018

QUALIFICATIONS:

Bachelor of Science In Computing	(Pending)
National Qualification of Jamaica (NVQ-J) Computer Service and Support-Level 2	
National Qualification of Jamaica (NVQ-J)-Customer Engagement	
Associate-Level 1	

OTHER ACHIEVEMENTS: National Council on Technical and Vocational Education and Training (NC-TVET) Quality Service Delivery

EMPLOYMENT HISTORY

Employer: Rural Agricultural Development Authority (RADA)

Position: Customer Engagement and Office Administrator

Period of Service: September 2019

Duties: Assisted customers with acquiring necessary items. Prepared documents using Microsoft Suite. Engaged in database documentation, record keeping, and systematic organization filing.

Employer: National Insurance Scheme (N.I.S)

Position: Customer Service Representative

Period of Service: August 2018

Duties: Provided guidance to customers with completing their documentation to acquire their NIS numbers.

Employer: Ministry of Education (Knockalva Technical High School)

Position: Computer Lab Technician

Period of Service: February 2020-present

Duties:

- Troubleshoot and repair computer hardware and network problems.
- Troubleshoot servers.
- Constructed and replaced Ethernet cables.
- Monitored computer labs to ensure equipment safety and student compliance.
- Assisted students accessing learning materials on specific programs such as Google Classroom.
- Installed, configured, and distributed information technology equipment.
- Responded to user queries and support needs.
- Carried out preventive and corrective maintenance to computer hardware and related equipment.

References:

Ms. Oshea Hill
Constable
Petersfield P.O.
Westmoreland
Tel: (876)891-8913/ 787-1695

Ms. Ismay Haye
Justice of the Peace
Shrewsbury Logwood
Petersfield P.O.
Westmoreland
Tel: (876)884-2087