

PHILIP KHOR

Penang, Malaysia • + 6017 5914776 • pip@philipkhor.com • <https://linkedin.com/in/philipkhor>

IT Support Professional

- Over nine years' experience in a technical support role
- Expert in consulting with clients, determining business needs, ensuring system security, collaborating with other organizational department, software support, testing systems and monitoring performance.
- Track record of matching business objectives to current and emerging technologies.
- Excel at interfacing with customers, engineers, and management. Comfortable with quickly learning new information, procedures and technology



Area of Expertise

- System Engineering
 - Technical Troubleshooting
 - Customer Service
 - IT Support
 - Helpdesk Support
 - Excellent communication
 - Server Support
 - Team Building & Leadership
 - IT Project Management
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Experience Highlights

- Technical Customer Service, Zebra Technologies, Penang 11/2021 – 05/2022
- Resolves Mobile Computer problems with customers via telephone and email.
 - Perform common troubleshooting techniques with US Customers and analyze the issues.
- Technical Support Engineer, Dell, Penang 09/2019 – 02/2020
- Involved in answering inbound technical calls
- Technical Support Analyst, Intel, Penang 08/2018 – 02/2019
- Delivered proactive support and assistance in active directory maintenance work with a subsidiary.
 - Enriched customer experience by system troubleshooting and assisting others with technical solutions.
- Helpdesk Analyst, B Braun, Penang 09/2017 – 08/2018
- Offered technical assistance and troubleshoot Windows PCs and business software within helpdesk settings.
 - Took phone calls, answered customer inquiries, diagnosed computer problems, and set up user accounts.
 - Assisted users with troubleshooting Microsoft Office application issues (eg. crashes, performance)
- IT Associate, IHS Global, Penang 09/2016 – 03/2017
- Performed password resets with VPN while working closely with internal customers with different needs.
 - Interfaced with clients, enabling effective information exchange as well as efficient process management.
- Business Support Advisor, Thomson Reuters, Penang 09/2014 – 07/2016
- Administered on-site Windows support for a new startup within a group, providing technical support and asset management for the team as well as customers uploading documents to the OrgID secure portal.
 - Helped improving the production process by managing business process changes, developing reporting systems, collaborating and coordinating with business analysts.

Application Management Analyst, Dell, Penang

04/2013 – 04/2014

- Organized proficient Windows server support and monitoring in coordination with developers in Bangalore and USA.
- Made sure the smooth running of e-commerce and configuration engine for the company's website.

*Prior experience as **Marcom Production** at Dell, Penang; **Global Support Executive** at HSBC, Kuala Lumpur;
Content Manager at Hong Bao Media, Kuala Lumpur*

Educational Background

Bachelor of Business in Marketing & Information Technology, Taylor's University
GCE 'O' Level (Science), St. Andrew's School, Brunei Darussalam