

PHILIP KHOR

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IT Support Professional

- Over ten 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

Experience Highlights

Service Desk Agent, UST Global, Penang 10/2022 – 02/2023

Provided helpdesk support for UK financial institution client.

Answered phone calls and responded to email queries on Citrix issues, Account login issues and Office application issues.

IT Officer, Chinese Recreation Club, Penang – 07/2022 – 09/2022

On a contract basis to support the Facilities Booking System of the club.

Provided on-site IT Support for common IT problems like printing, file sharing and web site maintenance.

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