

Silas CHAN

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GitHub: [SilasChan \(github.com\)](https://github.com/SilasChan)
Website: <https://www.silas-chan.com>

CERTIFICATE

AWS Certified Cloud Practitioner	2024
Microsoft Certified: Azure Administrator Associate	2023
Microsoft Certified: Azure Fundamental	2022
ITIL 4 Foundation Certificate in IT Service Management	2020
Certificate of Achievement in JavaScript Fundamental	2020
Certificate of Achievement Microsoft Office 365 End-user Training	2019

EXPERIENCE

IT SPECIALIST

07/2024 – Present

Siemens Energy Limited (Permanent Staff)

- Proficiently troubleshooted D2 site office network issues, ensuring stable network connections and delivering effective solutions to enhance site user experience.
- Played a pivotal role in the successful launch of the SDLAN project in Hong Kong.

IT SPECIALIST

10/2022 – 06/2024

Siemens Energy Limited (Secondment from Tricor Staffing Solutions Limited)

- Collaborated with Accenture to migrate local servers to the Google Cloud Platform (GCP), dealing with AAD authentication, application redirection, transfer of SQL Server Express, set up SSL certificate for Web Server, and configuration of the web server on IIS.
- Intune Administrator for monitoring the device compliance.
- Proficiently troubleshooted D2 site office network issues, ensuring stable network connections and delivering effective solutions to enhance site user experience.
- Collaborated seamlessly with the project team to conduct thorough testing of the new WAN provider connectivity, guaranteeing smooth and reliable operations.
- Actively participating in change requests for local applications such as workflow platforms and SAP. Collaborated closely with end users and IT consultants to gather essential insights and requirements, fostering effective communication channels.

IT SUPPORT ENGINEER

10/2021- 10/2022

Siemens Energy Limited (Secondment from Tricor Staffing Solutions Limited)

- Coordinated and participated in AD migration globally, including user account, computer, and local server, migrate to new domains
- Coordinated and participated in the implementation of Intune device/Azure AD migration and office 365/Exchange environments
- Deploy enterprise IT strategies and support IT projects
- Provided the link between the customer, development team and any third party regarding software functionality, throughout the software development lifecycle

Silas CHAN

- Provided accurate communication channels to delivery IT changes, new services launch or service interruption to customers
- Support and maintenance for IT infrastructure including servers, VM and storage
- Provided 1st and 2nd level End User Computing (EUC) support, Microsoft Office 365, application installations and support for all regional employees
- Maintaining the case tracker on daily basis via incident management tool Identifying problem investigation, assignment issues, acting as an initial escalation point for day-to-day IT problems
- Created, managed and monitored Active Directory security groups to grant permissions, for accessing NTFS File system and server rights
- Managed new user onboarding training and off-boarding including accounts creation and security access levels.
- Created and managed email distribution list, managed users and added/removed users from email groups using Microsoft Exchange admin center
- PowerShell scripting automating the creation of scheduled tasks

DESKSIDE SUPPORT ENGINEER

01/2019- 31/12/2020

CLPe Solutions Limited (Secondment from E.C. Fix Technology Limited)

- Troubleshoot and support Windows 10 Operating Systems and the complete current Microsoft Office 365 System, including MS Outlook client as well as virtual conferencing support on MS Teams and Skype for Business
- Work closely with SCCM 2012 to manage the desktop and laptop fleet for tasks such as ensuring PCs/laptop compliance and analysing SCCM logs to troubleshoot client connectivity and package installation issues
- Develops and manages effective professional working relationships with contractor, co-workers ,vendors and clients
- Add, Delete and Modify and Move Active Directory user/computer accounts
- Providing IT support to users include email setup, troubleshooting via phone, email or remote connection
- Accurately created and logged call tickets using Service Now Ticketing System in order to provide solutions to resolve, properly track any ongoing issues or in case of escalating to the next tier or Microsoft
- Responsible for providing daily PC support, handling user's request, arranging technical support service and coordinating with third party vendor
- Perform upgrades and deployments of software and hardware
- Ensured all service-level agreements were met and objectives were achieved by tracking service tasks and incidents
- Handled the renovation of new office, including desktop computers setup, peripherals, network connection testing and Audio-Visual equipment setup for 400+ Units
- Maintains currently over 5000+ IT records of software and 1000+ hardware changes and reconcile differences between discovered assets and owned assets
- Solely onsite support 400 + users and providing VIP support towards senior management team

PROJECT ENGINEER

08/2018- 12/2018

CLP Power Hong Kong Limited (Secondment from E.C. Fix Technology Limited)

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- Participated in O365 migration project on over 2000+ PCs and provided Microsoft techniques and updates
- Prepared and maintained daily trouble report status reports to management team utilizing SharePoint Platform
- Provided Tier 1 & 2 support for the O365 migration project and escalated to technical support team if needed
- Trained over 500+ users on Microsoft O365 after migration from previous version of Office

EDUCATION

The University of Hong Kong

09/2016-06/2018

Bachelor of Science Information Management

SKILLS

Software	Microsoft Intune, Microsoft O365, MS SCCM, Symantec,
Hardware	Desktops, Laptops, Tablets, Smart phone, Polycom Trio 8800, IP phone
Systems	Window OS 7/10, Active Directory, Azure AD, Intune, VMware, MAC OS, MDM, ServiceNow, Jira
Programming	PowerShell, HTML, CSS, JavaScript
Framework	Bootstrap, NodeJS, ReactJS
Tools/ Database	Git, GitHub, PostgreSQL, MongoDB