Jenhon Sze

✉ jensenszec@breadhon.com 📞 (437) 422-6605 📍 North York, Ontario, Canada 🔗 breadhon.com

in linkedin.com/in/jenhonsze ⭘ github.com/ProJensen

🪪 Profile

Entry-level IT Support Technician with about 1 year of hands-on lab and project experience in Windows environments, networking fundamentals, and end-user support. Skilled in troubleshooting hardware/software issues, supporting live meetings, and documenting fixes. Known for calm communication with non-technical users and a strong learning mindset.

🧩 Core Skills

End-User Support,
Laptop/desktop setup & imaging · Printer maintenance (toner, drum, fuser) · Peripherals/AV (projector) · Zoom/Meet support

Microsoft/Identity, *Windows 10/11 · Windows Server 2019/2022 · Active Directory (users, groups, GPO basics) · Office 365 (accounts, mailbox basics)*

Networking/Remote, *TCP/IP, DHCP, DNS · Subnetting · Basic Wi-Fi support · RDP · AnyDesk · RustDesk · SSH*

Virtualization, *VMware · VirtualBox*

Other, *Azure fundamentals · macOS · Linux basics*

Additional Skills, *Azure, Active Directory*

🪪 Certificate

CompTIA A+   **Microsoft Azure Fundamentals (AZ-900)**   **CompTIA Network+ (On-going)**

🧩 Technical Projects

Active Directory Lab — User & Group Management, *Built a Windows Server AD domain; created users and groups, applied basic GPOs, and tested NTFS/share permissions. Practiced password resets, account unlocks, and login troubleshooting.*

Office 365 Lab — Account Administration, *Configured test tenants for mailbox access, calendars, and basic license assignments; practiced common user issues (sign-in, MFA prompts, profile updates).*

Networking Configuration & Subnetting Practice, *Used Cisco Packet Tracer to simulate network configurations, assign IP addresses, and test connectivity. Completed subnetting exercises for 192.168.x.x ranges with /25 to /30 masks, verifying network segmentation and addressing.*

OS Installations & Virtual Lab, *Installed Windows 10/11, Windows Server 2022, and Linux distros on VMware/VirtualBox; repeated lab exercises to reinforce troubleshooting.*

💼 Professional Experience

Meritus Academy (Olympiads School), *Office Administrative Assistant*   02/2023 — present
North York, ON, Canada
- Provide technical assistance to teachers and staff, including diagnosing and resolving minor issues with classroom computers and projectors.
- Manage and monitor 15-20 laptop devices during online zoom classes, ensuring stable connectivity, working webcams, audio, and screen sharing for teachers.
- Troubleshot office laser printers and performed basic maintenance including checking connections, replacing toner cartridges, drums, and fuser units as needed.
- Assist parents with course-related inquiries via email, and in-person meetings, ensuring clear and professional communication.
- Support administrative tasks such as data entry, and document preparation.

Quantitative Solution Hong Kong Limited, *Multimedia Designer*   08/2021 — 05/2022 | Hong Kong
- Designed digital content (graphics, videos) using Adobe Creative Suite (Photoshop, After Effects, Premiere Pro).
- Collaborated with marketing and IT teams to publish web content and ensure platform compatibility.
- Performed basic PC troubleshooting (e.g., software crashes, file recovery) during project production.
- Managed large media file storage and backups across local drives and cloud platforms.

Victaulic, *Corporate Communication Intern*   06/2019 — 08/2019 | Easton, PA, US
- Designed internal and external communication materials including posters, presentations, infographics, and social media content using Adobe Creative Suite.
- Uploaded and managed video footage from field locations to internal servers using company file management systems, ensuring compatibility, file integrity, and access by internal teams.

🎓 Education

Bachelor of Fine Arts with Honours in Animation and VFX,   09/2017 — 06/2021 | Hong Kong
Hong Kong Metropolitan University
Relevant coursework: Arts and Crafts of Animation, MotionGraphics, Digital Visual Effects

Awards:
- *Finalist, 2021 Taiwan International Student Design Competition*
- *Finalist, 4th Ground Up Student FilmFestival*

🌐 Languages

Cantonese   **English**   **Mandarin**

🚲 Additional

- Open to hybrid/on-site roles; flexible for occasional after-hours support.
- Clean, organized GitHub documentation for labs and troubleshooting steps.