

Jenhon Sze

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Profile

Eager to learn IT Support Learner with about 1 year of hands-on lab and project experience in Windows, Linux and macOS environments, networking, security and virtualization. Skilled in troubleshooting hardware/software issues, supporting live meetings, and office technology setup. Patient and calm in communicating with non-technical users.

Core Skills

End-User Support,

Laptop/desktop setup & imaging · Printer maintenance (toner, drum, fuser) · Projectors/AV (setup, maintenance)

Microsoft/Identity,

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

Networking/Remote, *TCP/IP, DHCP, DNS · Subnetting · Wireless Network · RDP · SSH · RustDesk*

Virtualization, *VMware · VirtualBox · Proxmox*

Cloud & OS, *Azure · Google Cloud · Adobe Creative Cloud · macOS · Linux*

Additional Skills, *Spiceworks, Wordpress, Hostinger, GitHub, RJ45*

Certificate

CompTIA Network+

CompTIA A+

Microsoft Azure Fundamentals (AZ-900)

Technical Projects

Active Directory Lab – User & Group Management, *Build a Windows Server AD domain, create users and groups, apply Group Policies, and test share network folders/documents.*

Office 365 Lab – Account Administration, *Configure software access, mailbox access, and calendars to users; practice common user issues (sign-in options, MFA, and profile updates).*

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

OS Installations & Virtual Lab, *Install Windows 10/11, Windows Server 2022, Linux on VMware/VirtualBox, and create bootable Linux (Ubuntu, Mint, Kali and Fedora) USB to laptops*

Professional Experience

Meritus Academy (Olympiads School), Office Administrative Assistant

02/2023 – present

North York, ON, Canada

- Provide technical assistance to teachers and staffs, including diagnosing and resolving issues with classroom computers, projectors, and office printers.
- Manage and monitor 15-20 laptop devices during online zoom classes, ensuring stable connectivity, working webcams, audio, and screen sharing for teachers.
- Troubleshoot 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 to social media (YouTube, Facebook), and ensure platform exposure.
- Performed basic PC troubleshooting and file recovery during software crashes.
- 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, integrity of the footage, and can only 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