

# 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

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**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

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**Bachelor of Fine Arts with Honours in Animation and VFX,**  
*Hong Kong Metropolitan University*

09/2017 – 06/2021 | Hong Kong

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

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Cantonese

English

Mandarin