

# Christophe LHOPE

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CCNA Certified since December 12<sup>th</sup>, 2023

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## Knowledge, Skills, Abilities

Active Directory, Android, Desktop & Applications support, Cisco, CSS3, HTML5, JavaScript notions, iOS, Linux Ubuntu, Microsoft Office, VSC, Windows 10

## Languages

English (full professional working), French (native)

## Experience

### **Nov. 2019 – Present – Technical Customer Support, Zebra Technologies**

Handle incoming customer calls and emails, find, record and fix technical incidents, report non-compliant architecture or design flaws, implement customized configurations in accordance with user business requirements. Active cooperation with other internal departments to resolve customer's concern – Brno, Czech Rep.

### **Sept. 2016 – Dec. 2018 – Technical Support Analyst, DXC Technology**

Resolved bugs and issues on user's workstation, maintained user's Active Directory account, provided Windows OS & Microsoft office support, found and implemented fixes, software installation & configuration – Leixlip, Ireland

## Educational Background

### **Sept. 2021 – May 2023 – Diploma in Irish Archaeology, National University of Ireland, Galway**

This two-year evening course is dedicated completely to the tale of Ireland's archaeological past, allowing involvement regardless of physical geographic location

## Link

[www.onekomputer.com](http://www.onekomputer.com)