

# Jose Almeida

customer support at Hewlett-Packard

W: <http://www.worky.com/jose-almeida2>

## Jose Almeida's Professional Experience

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2010 - Present

### **Hewlett-Packard - customer support**

- Problem solving skills
- Virtual PC/Citrix
- Networks: LAN / WAN / VPN / Firewall
- Manage end to end all calls logged on SM7/SM9, providing regular updates to customers
- Organized thinking and planning
- Proven experience meeting personal targets and SLAs
- Keen observation skills
- Inherently curious and interested in growing own knowledge set
- Technical troubleshooting skills
- Active Directory Management, Sap, LUM, Post, SM7/9
- Provide client support and technical issue resolution Onsite, E-Mail, Phone

Key Skills

Active Directory, Citrix, SAP, VPN

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2009 - 2010

### **Bizquip Limited - Business Equipment technician**

Photocopier Technician

- Repair photocopier & Printer
- Programming new photocopier & Printer
- PC & Network
- Store Management
- Order and Sale Management
- Maintain accurate records of orders processed and queries

Key Skills

printer, programming, Store Management

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## Jose Almeida's Education and Qualifications

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2013

**Bachelor/Degree - Ordinary, BSc (Ordinary) in Information Systems and Information Technology (IS/IT)**

**Dublin Institute of Technology**

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**Bachelor/Degree - ,**

**FAS**

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## Jose Almeida's Additional Information

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### **Links**

**Linkedin Profile - <http://www.linkedin.com/pub/jose-almeida/2a/468/841>**

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