Siaro Subam Curriculum Vitae

**Personal Details**

**Name:** Siaro

**Middle Name:** Nova Soru

**Surname:** Subam

**Date of Birth:** 18/11/1992

**Place of Birth:** Port Moresby General Hospital

**District**: Yabob

**Province**: Madang

**Nationality:** Papua New Guinea

**Gender:** Male

**Marital Status:** Single

**Religion:** Christian (Catholic)

**Job Experience**

**2015 IT Helpdesk Executive at Digicel PNG LTD**

 **Duration:** 27th May 2015 – Present

 **Experience:**

* End user troubleshooting/support for IT issues
* IT Hardware repair/maintenance for both laptops/desktops
* Administration support for VMWare Horizon ThinClients for Customer Care Dept.
* Administration support for OneLogin
* Administration support for Papercut Server
* Administration support for Visualize Application
* Knowledge on Windows 7 and Windows 10 OS installations and functions
* Connecting laptops/desktops to network printers
* Worked on the Manage Engine Service Desk ticketing tool
* Troubleshooting network cabling connectivity issues(port issue, switch/patch panel/router)
* Troubleshooting network connectivity issues
* Monitoring and managing office WIFI via the WLC Cisco Wireless Controller

**2013 Second Year Computing DBTI - On Job Training 2 at the Department Of Education ICT Division**

**Duration:** 8 Weeks (13th May-05th July)

**Experience:**

* computer hardware servicing
* installation of OS and application software’s
* installation of printers
* troubleshooting computers and network connections
* network cabling

**2012 First Year Computing DBTI - On Job Training 1 at Kilakila Secondary School**

**Duration:** 8 Weeks (27th August-19th October)

**Experience:**

* installation of OS and application software
* installation of a printer computers
* troubleshooting and servicing of computers and power supplies
* networking school Computer Lab & Staff Administration Office
* configuring IP addresses on computers and printers

**Education**

**2012 - 2013 Don Bosco Technological Institution (DBTI)**

**Diploma Course Taken: Computing**

**Achievements**:

**2013** - Attained Certificate of Diploma in Computing

**2008 – 2011 De La Salle Secondary Bomana**

**Grade 9 – Grade 12**

**Achievements**:

**2011** - Attained Grade 12 Upper Secondary School Certificate

**2009** - Attained Grade 10 Lower Secondary School Certificate

**Referees**

**Emrullah Zafer**

IT Infrastructure Manager

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**Sylvia Bonnie-Mago**

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**William Kurapa**

IT Helpdesk Team Leader

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