

Eunsoo(Anna) Cho

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Skills

Problem solving, Troubleshooting, Customer oriented, IT Infrastructure Operations, Python, SQL, Data visualization, Windows / Mac Device Support, MS 365, Okta

WORK EXPERIENCE

Computec Korea (Seoul, Korea) - IT Coordinator

2025.06 - Current 1yr 2 months

- o Resolved 50+ IT support tickets by Service Now per month while maintaining high user satisfaction
- o Managed the lifecycle of enterprise IT assets with Service Now from procurement through secure disposal
- o Supported multilingual users in a global enterprise environment
- o Improved onboarding efficiency by standardizing laptop deployment procedures
- o Coordinated vendor projects for network infrastructure and hardware deployment

Paul Hastings(Global Law firm) - Dispatch

- o Provided technical support and troubleshooting for Windows 10/11, MacOS, iPhone users
- o Delivered end-user support for Microsoft Outlook, Teams, Okta, SSO
- o Participated in weekly IT meetings and reported regional IT issues to APAC management teams
- o Collaborated with global IT teams to ensure consistent support and issue resolution across multiple regions
- o Diagnosed and resolved printer, LAN, and Wi-Fi connectivity issues
- o Performed hardware upgrades and replacements

IT Support

- o Provided technical support and troubleshooting for Windows 10/11 and macOS environments
- o Analyzed message delivery failures using SQL and data analysis
- o Supported new hire onboarding by provisioning and managing user accounts for BluuERP, CRM, SSO, Webex(Unity)
- o Registered and managed user accounts and access permissions across enterprise systems.
- o Delivered remote technical support using TeamViewer and Chrome Remote Desktop
- o Diagnosed and resolved printer spooling, printing, and scanning issues
- o Provided end-user technical support and customer service for hardware, software, and connectivity issues
- o Troubleshoot and resolved LAN, Wi-Fi, and network connectivity problems
- o Installed, upgraded, and replaced hardware components (HDD, SSD)

Ticketing Service

- o Managed and prioritized service desk tickets, ensuring timely issue resolution
- o Provided first-level technical support and escalated complex issues to appropriate teams

Inventory Management

- o Managed and tracked IT assets, including PCs, laptops, IP phones, and tablets
- o Maintained accurate asset inventory and lifecycle documentation to support auditing and asset management processes

AI & Automation

- o Introduced AI-powered meeting documentation tools (e.g. [fireflies.ai](#)) to improve internal productivity

Education

2020 .03 - 2023 .11

Bachelor of Electrical Engineering
Korea National University of Transportation, Korea

CERTIFICATION & LICENSE

TOEIC Speaking (AL)	2022.04.12
MS office Master	2023. 07.19
CCNA	2025.10.15