

Aleksei Harlasov

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I am flexible, able to work under pressure and understand how to prioritize jobs. My natural problem solving and technological curiosity have led to complete several I.T. courses. I am passionate about troubleshooting computer hardware and software issues. I believe I obtain a strong analytical mind and consider myself adept at interpersonal skills.

In order to follow my natural career progression I continued my education in ITT for BSc IT Management.

Education and Training

2014-17 BSc IT Management	IT Tallaght, D24
2016 Financial Management	IT Tallaght, D24
2015/16 Web Design/Development (HTML, JavaScript)	IT Tallaght, D24
2015 Software Quality Assurance (JUnit, Selenium)	IT Tallaght, D24
2015/16 Networking (CCNA)	IT Tallaght, D24
2015/16 PL/SQL, Database Oracle Administration	IT Tallaght, D24
2015 Operating Systems (batch scripts, CLI)	IT Tallaght, D24
2015 Object Oriented System Analysis	IT Tallaght, D24
2015 Business Information Systems	IT Tallaght, D24
2015/16 Discrete Mathematics	IT Tallaght, D24
2015 Statistics	IT Tallaght, D24
2014/15 Software Development (Java)	IT Tallaght, D24
2015 Digital com. (Social Media, Digital Marketing)	IT Tallaght, D24
2012 Computia A+ 801/802	College of Computer Training, D2
2007 HTML/CSS Basics	Online courses
2002 Diploma in Hospitality Services, Chef	Tallinn Hospitality College, Estonia
1999 Leaving Certificate	Tallinn Humanitarian Gymnasium, Estonia

Software skills

Basic understanding of **IBM Rational Rhapsody** as a Unified Modelling Language (**UML**).

Basic understanding of **NetBeans** and **Eclipse** in programming for **Java** language.

MS Word, **MS Power Point** and **MS Excel** for daily tasks.

Basic understanding of **Microprocessor simulator** for **Assembly** language.

Creating **batch files** in **cmd (Windows)** and **UNIX** command line operations (**Ubuntu/Mint**).

Networking based on **CCNA** exploration and **troubleshooting Internet connections**.

Introduction to **PowerShell**.

Database and Data manipulation in **Oracle Enterprise Manager 11g**. **DDL/DML** in **SQL**.

Black box and **White box** techniques for software testing.

Workstations/printers diagnostics and repair.

HTML, **CSS**, **Scala**.

Work Experience

Bench Service Technician

Sept 2012– Sept 2015, Dublin, D2

- Overall responsible for IT service delivery.
- Configuring, Testing, Troubleshooting laptops, personal computers and mobile devices, iPhone, iPad, MacBook.
- Using troubleshooting techniques and tools to identify products that were defective and follow the guidelines in issuing service calls/contacts.
- Research, plan and deploy new technologies
- Work in cross-functional teams to co-ordinate customer upgrades and new installations.

Customer Service Assistant

June 2000- 2002 Nurmenuku Computers. Estonia, Tallinn

- Level 1 technical support
- Build new computers, with Windows 95/98/XP, to the client's specification, manually.
- Effectively build and maintain relationships with service providers and clients.
- Advise/educate customers within procedural guidelines to ensure a complete solution to their technical or service questions.
- Provide more complex customer technical issues to senior level support.

Projects

2014 Object Oriented System Analysis- By exploring The Unified Modeling language for modeling software engineering which provides visualization of system design. (Group of 3).

2014 Business Information Systems- Spectrum Technologies. Design of infrastructures and services- SaaS, Paas and micro-licensing. (Group of 5).

2015 Learn to Learn- Innovations and technology. Online booking system and mobile App. (Group of 4).

2015 Social Media- Intel Corp, INTC. Social Media and Digital Marketing. (Group of 3).

2016 Web and User Experience- Website: Sports. (Group of 3).

2016 Web Design and Development- online CV using HTML5 and CSS. (Individual).

2016 web design and Development- The website. Design the dynamic pages using HTML5, CSS and JavaScript, Play Framework, Scala. (Group of 2).

2017 Final Project- Network Infrastructure design- hardware, software and applications for SME.