



# Alexander Betzien

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Motivated and adaptable IT professional with extensive experience in troubleshooting, system administration, and end-user support.

Recognized for delivering efficient solutions in fast-paced environments while maintaining a strong customer focus. Skilled in managing IT processes, including user onboarding, incident resolution, and IT security enforcement.

Proven ability to work independently and prioritize effectively under pressure, with a strong track record of exceeding expectations and fostering collaboration.

Trusted by colleagues and superiors alike for reliability, discretion, and a positive attitude. Seeking to leverage my technical expertise and problem-solving abilities in a challenging IT/Helpdesk role to drive organizational success and provide exceptional service.

## Work Experience

Client and Application Administrator – CLBS.ltd  
December – Current

- Provide **remote second-level IT support** and resolve incidents using **Jira** and IT Service Management processes.
- Manage **user onboarding/offboarding**, permission management, and client device maintenance via **Endpoint Manager**.
- Oversee **office IT systems**, including network equipment, printers, and access systems.
- Support IT rollouts, coordinate with external vendors, and train users on best practices.
- Maintain IT inventory and handle purchasing to meet organizational needs.

Customer Care Representative – CLBS.ltd  
April 2019 – December 2019

- Processed incoming calls and emails in **German and English** to address customer inquiries.
- Managed customer complaints and objections with discretion and professionalism.
- Scheduled appointments and conducted thorough **internet research and investigations** to support operations.

## Work Experience

Farmhand and Equipment Operator – Tupra Station C/O

April 2018 – April 2019

- Managed livestock and performed mustering operations.
- Worked on fruit and vegetable farms, assisting with planting, harvesting, and general upkeep.
- Operated various machinery, including **forklifts, JCBs, and Manitous**, to support farming tasks.
- Conducted **metalwork** such as welding and angle grinding for equipment maintenance.
- Operated **tractors and motor graders** for tasks like grading, spraying, and rack installations

Technical Sales / Support Technical – Seventythree Networks GmbH

January 2017 – January 2018

- Advised and sold **IT infrastructure solutions** for schools, ensuring tailored recommendations.
- Managed the entire **order processing cycle**, including quotes, orders, delivery notes, and invoices.
- Handled **contract processing** and coordinated warranty claims, including returns and exchanges.
- Oversaw **office operations**, such as managing telecommunications, emails, and merchandise shipping.
- Led and organized **technology modernization projects** for schools, ensuring timely and effective execution.

Junior Database Developer – Elektroniksystem- und Logistik-GmbH

September 2016 – January 2017

- Maintained and optimized Oracle databases to ensure system efficiency.
- Translated modules from Access into SQL scripts to streamline data management processes

Apprenticeship Software Developer – Elektroniksystem- und Logistik-GmbH

September 2013 – September 2016

- Gained foundational knowledge in computer systems, networks, and server management.
- Developed basic coding skills in Java, C#, and SQL, contributing to small-scale projects.
- Designed and built simple websites using HTML5 and CSS.

## Education

CompTIA A+ Completed: 05.09.2024

SABEL Realschule

High School Diploma, Business Administration