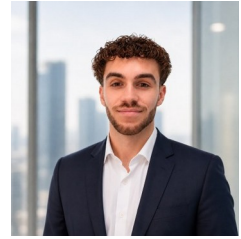


YANNICK COLA

IT SYSTEMS ENGINEER | CUSTOMER SUCCESS | CLIENT RELATIONS

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PROFESSIONAL PROFILE

Swiss-trained IT and client-facing professional with over five years of hands-on experience, including a four-year IT apprenticeship. Supported Swiss business customers through technical troubleshooting, Microsoft 365 administration, user onboarding and systems projects. More recently gained practical experience in recruitment sourcing and real estate sales in Dubai. Combine structured problem-solving with clear customer communication, follow-through and cross-team coordination.

CORE SKILLS

IT & modern workplace: Microsoft 365, Exchange Online, Teams, SharePoint, OneDrive, Windows, macOS, Active Directory, Entra ID, Windows Server, Fortinet, VPN, PowerShell, VMware and Hyper-V.

Customer support & delivery: Level 1/2 troubleshooting, phone/email/remote support, needs assessment, user onboarding, documentation, rollouts, migrations and issue ownership.

Client relations & outreach: Customer communication, LinkedIn sourcing, prospect and candidate qualification, direct outreach, follow-ups, interview scheduling and stakeholder coordination.

PROFESSIONAL EXPERIENCE

Recruiter (Sourcing & Coordination) | Kore HR & Operations Consultancy 09/2026 – Present

- Source and engage real estate candidates through LinkedIn and direct outreach; assess experience, interest and suitability.
- Coordinate candidate follow-ups, interview scheduling and next steps with internal stakeholders.

Real Estate Sales Agent | Quinta Estates LLC 08/2026

- Contacted prospective property clients, clarified their needs, handled initial questions and followed up on conversations.

ICT Systems Engineer | mints GmbH, Switzerland 08/2024 – 04/2026

- Provided Level 1/2 support to multiple Swiss business customers via phone, email and remote sessions; customer support accounted for approximately 60% of the role.
- Troubleshoot Microsoft 365, Windows/macOS, user accounts, VPN, printing and connectivity issues; collaborated with vendors and technical specialists on complex cases.
- Contributed to workplace rollouts, user onboarding, Microsoft 365 and Windows Server migrations; explained changes to users and documented outcomes.
- Supported Fortinet networking and VPN configurations, and used PowerShell to streamline routine administration tasks.

IT Systems Engineering Apprentice | mints GmbH, Switzerland 08/2020 – 08/2024

- Completed four years of practical training in end-user support, system administration, networks, troubleshooting and customer-facing IT services.

EDUCATION

Swiss Federal VET Diploma (EFZ) in IT Systems Engineering

Gewerbliche Berufsschule Chur (GBC), Switzerland | 2020–2024

LANGUAGES

German & Swiss German Native • **English** Professional • **Italian** Basic