

CARL JAY LOUIE G. DEL MUNDO

IT Technical Support

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WORK EXPERIENCE

IT Technical Support

Marketrole Asia Pacific Inc

📅 Jun 2023 - May 2024

Makati City

- Installing and configuring computer hardware, software, networks, and etc.
- Monitoring and maintaining computer systems and networks
- Implementing of AD Server with basic policies
- Documentation of daily activities for the records and updates
- Troubleshooting and resolving of internet and/or website issues
- Responding in a timely manner to service issues and requests

Junior Network Engineer

Fuwealth Services Inc

📅 Jan 2023 - Jun 2023

Makati City

- Monitor, troubleshoot, and resolve network issues (e.g., changing IP address and route, bandwidth, VLAN) using Fortinet
- Configure and install various network devices and services (e.g., routers, switches, firewalls, VPN)
- Checking and maintaining IT equipment like CCTV, printers and biometrics

Technical Support/ IT Technician

DBL Information System Technology Specialist

📅 Jan 2020 - Dec 2021

Valenzuela City

- Maintained office PCs, network and mobile devices
- Daily, weekly and monthly visit on clients through basic troubleshooting tasks
- Configured systems according to prescribed hardware and software frameworks
- Performed troubleshooting and repaired peripheral devices such as printers, scanners, and etc.
- Setup and maintained user accounts and client's access via Microsoft Windows Server
- CCTV installation and maintenance

CAREER OBJECTIVE

Full-Service IT Technician/Support handles everything from client IT equipment through maintenance and repair to secure decommissioning services. Carefully protects sensitive data integrity. Holistic provider information technology and network connectivity

EDUCATION

Bachelor of Science
Information Technology

Our Lady of Fatima University

📅 June 2015 - Mar 2019

SKILLS

TECHNICAL SKILL

- PC, Printers, CCTV, Biometrics, Barrier, PABX, L1-L3 Network Devices and Peripherals
- Troubleshooting PC and Network Issues
- Hardware and Software Repair
- Biometrics
- Microsoft Windows, Server, Office and Mac OS
- Configuring Devices and Application Installation (oracle-based company system)

PERSONAL SKILL

- Willing to learn and teach
- A good listener and follower
- Responsible on my role