CEDRICK ARNIGO

0993-864-2974 | cedrickarnigo1723@gmail.com | Santa Ana, Pampanga

IT Specialist

Hard-working and resourceful IT Specialist with a strong background in technical support, system administration, and IT infrastructure management. Skilled in troubleshooting hardware, software, and network issues while implementing secure and efficient solutions. Experienced in remote support, IT project deployment, and web development. Passionate about continuous learning and delivering high-quality IT services that minimize downtime and optimize performance.

Core Skills & Tools

- Technical Support & Troubleshooting – Remote Assistance, Hardware & Software Diagnostics, End-User Training

- System & Network Administration – Microsoft 365 Admin, WatchGuard Firewall Administration, NinjaOne RMM Tools, Windows/Linux Systems, Network Security

- Programming & Development – PHP, Shell/CMD Scripting, Custom Web Application Development

- IT Infrastructure – PC/Laptop Assembly & Repair, Router/Switch Configuration, Inventory & Asset Management

- Collaboration Tools – Anydesk, TeamViewer, RustDesk, Remote Desktop

- Cybersecurity & Monitoring – Malware Protection, Intrusion Detection, System Performance Optimization

Professional Experience

ResourceStaff (Pelozden Inc. – RSS) – IT Support Specialist   April 2025 – Present

- Managed deployment and configuration of computers for both onsite and remote staff.

- Administered Microsoft 365 environment, overseeing user accounts, apps, and licenses.

- Administered and managed WatchGuard Firebox firewalls to maintain secure access.

- Utilized NinjaOne RMM tools to monitor, manage, and support IT systems proactively.

- Provided remote assistance and troubleshooting using Anydesk, TeamViewer, RustDesk, and RDP.

- Oversaw IT inventory and coordinated invoicing for accurate asset and billing tracking.

- Monitored company networks for intrusions, hackers, and malware; implemented virus prevention measures.

- Collaborated with IT teams in Australia and New Zealand to resolve complex challenges.

- Delivered user training on systems, applications, and cybersecurity best practices.

ResourceStaff (Pelozden Inc. – RSS) – IT Intern   **January 2025 – April 2025**

- Delivered IT support across hardware, software, and network issues for clients and staff.

- Developed and maintained PHP-based applications to streamline operations.

- Provided leadership support to team members in troubleshooting workflows.

- Configured and maintained network infrastructure, ensuring secure connectivity.

- Acted as a main technical point of contact for client IT needs.

- Monitored and analyzed system performance, implementing improvements.

- Collaborated internationally with IT teams in Australia and New Zealand to address challenges.

Freelance IT   **January 2019 – Present**

- Built and maintained custom PCs and laptops for clients.

- Diagnosed and repaired hardware/software issues to minimize downtime.

- Installed and reformatted operating systems for optimized performance.

- Provided ongoing troubleshooting and IT support for individuals and businesses.

Education

Don Honorio Ventura State University – Bachelor of Science in Information Technology (Cum Laude)
Colegio De Calumpit Inc. – Information and Communications Technology
Colegio De Calumpit Inc. – High School