



ASHER BASCO

IT Service Desk Analyst

EDUCATION

2023

BATANGAS STATE UNIVERSITY – THE NATIONAL ENGINEERING UNIVERSITY, JPLPC MALVAR CAMPUS

2024 – 2028

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY – MAJOR IN SERVICE MANAGEMENT

- Graduated in Web Designing.

SKILLS

- Management Skills
- Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership

LANGUAGES

- English
- Filipino (Tagalog)

CONTACTS

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📍 Luta DeIsur Malvar, Batangas

🌐 [www.Linkedin.com/AsherBasco](https://www.linkedin.com/AsherBasco)

🔗 www.github.com/AsherTechs

PROFILE INFO

Tech-savvy and detail-oriented IT enthusiast with a strong passion for troubleshooting and supporting technology systems. Adept at diagnosing and resolving hardware, software, and network issues with efficiency and professionalism. Known for excellent communication skills, fast learning, and a proactive approach to problem-solving. Passionate about exploring all types of technology and committed to delivering high-quality IT support that enhances user experience and operational efficiency. Eager to contribute to a dynamic service desk team in a fast-paced IT environment.

EXPERIENCE

JUNIOR IT ANALYST (INTERN)

2024 – 2028

- Diagnosed and resolved first-level hardware, software, and network issues across departments.
- Assisted in the configuration of printers, desktop workstations, and basic LAN setups.
- Maintained IT documentation, including asset inventories and support ticket logs.
- Supported staff in using internal platforms (e.g., student portals, HR systems).
- Collaborated with senior analysts in conducting system audits and improving support workflows.

FREELANCE WEB DESIGNER

2021 – 2023

- Designed visually appealing, responsive websites using Figma for UI/UX and HTML/CSS/JavaScript for development.
- Customized WordPress themes and created simple e-commerce sites using Elementor and WooCommerce.
- Consulted with clients to gather requirements and transform them into wireframes and mockups.
- Implemented basic SEO techniques and analytics tools (e.g., Google Analytics) for performance tracking.
- Delivered clean, accessible code with a mobile-first approach.

JUNIOR FRONT – END DEVELOPER IN

2018 – 2020

WEB DESIGNING

- Developed front-end features using JavaScript and modern CSS frameworks (e.g., Bootstrap, Tailwind CSS).
- Integrated dynamic content using REST APIs and fetched real-time data into the UI.
- Worked closely with backend developers to ensure seamless UI-to-API integration.
- Participated in daily stand-ups and used Git for version control and collaboration.
- Performed browser testing and debugging for cross-platform compatibility.

ACHIEVEMENT

• 2021

MYA Youth Ambassador
Microsoft Youth
Ambassador Region IV-A

• 2024

DATABIZ CONFERENCE
Data Sciences, Artificial
Intelligence and
Business Analytics.

ASHER BASCO

IT SERVICE DESK
ANALYST

13 May, 2025

To:

ARNEL C. GARCIA

Hiring Manager

ABC Electronics

325 Sabang, lipa city, batangas, 4217

Dear Mr. Garcia,

I am writing to express my interest in the IT Service Desk Analyst position at ABC ELECTRONICS, as advertised. I am a recent graduate of Bachelor of Science in Information Technology from Batangas State University – JPLPC Malvar Campus and am eager to begin my professional journey in a role that allows me to combine my technical skills with my passion for helping others.

During my academic years, I developed a solid foundation in IT infrastructure, troubleshooting, and customer support. I've worked on various projects that involved diagnosing software and hardware issues, managing small-scale network setups, and assisting users with technical concerns. I've also familiarized myself with tools such as ServiceNow and Trello to simulate ticketing and task management systems.

What excites me most about this opportunity at ABC ELECTRONICS is your commitment to innovation and quality service. I am particularly drawn to the collaborative work environment and the opportunity for growth and learning. I am confident that my strong communication skills, dedication to continuous improvement, and eagerness to contribute to a dynamic IT team make me a suitable candidate for this role.

I would welcome the chance to further discuss how I can support your team. Thank you for considering my application. I look forward to the opportunity to contribute to your company's success.

Best Regards,

Asher Basco
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Luta Del Sur Malvar, Batangas

