

# Cris Ed John P. Plata

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## IT Support Specialist

Technical Support | Remote Desk Support | Troubleshooting

## Profile

**Recent IT Graduate** with a Bachelor's Degree from National University of Singapore and a certified IT Specialist. Offering a strong academic background in IT combined with rigorous experience as a hands-on IT Support Specialist trainee and internship including companies like Google Singapore, Carousell Singapore and Razer. Consistently recognized for technical trouble shooting skills, remote desk support and technical support used to resolve technical issues rapidly and cost-effectively. Technology competencies:

- **Systems:** CICS/ISPF/Mainframe, Unix, Linux, Windows, Novell, NetWare, Mac OS X, Mobile
- **Languages:** Visual Basics, SQL, HTML, ASP, CSS, C++, CGI, Perl, JavaScript
- **Databases:** Oracle, Access, Relational Databases
- **Software:** MS Project, MS Visio, MS Office

## EDUCATION & TRAINING

**Bachelor of Science, Information Technology**, National University of Singapore, GPA 3.7/4.0

**IT Support Specialist Trainee**, Google Singapore (*June 1, 2028 – July 9, 2028*)

- Successfully completed IT Support program. Received 4 weeks of intensive hands-on training and mentorship.
- **Project Done:** Customer Service Analytics Automated Report System.
- **Certifications:** CompTIA A+, HDI-Support Center Analyst (HDI-SCA), Azure, Microsoft365, Office365

**IT Troubleshooter Intern**, Carousell Singapore (*August 10, 2028 – October 12, 2028*)

- Successfully completed IT internship program. Received 2 months of rigorous adaptive internship tasks.
- **Project Done:** Customer Convenience Reviews - Assessment Debugging
- **Certifications:** CompTIA A+, HDI-Support Center Analyst (HDI-SCA), Azure, Microsoft365, Office365

## PROFESSIONAL EXPERIENCE

Razer Singapore, Razer SEA HQ, 1 one-north Crescent, Singapore 138538

October 22, 2028 – April 23, 2029

### Help Desk Intern

- Spearheaded technical troubleshooting within the enterprise including system crashes, slow-downs, and data recoveries.
- Managed 30+ Priority 1 ticket issues per day. Resolved issues in a timely and cost effect manner, completed all required documentation, and properly closed the ticket.
- Recreated and developed knowledgebase articles for Windows 10 issues, resulting in a 35% increase in first-call resolutions and \$5k in annual savings.
- Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95-100% on all calls which outperformed the average of 90%.

Singapore Polytechnic University, 500 Dover Rd. Singapore 139651

May 22, 2029 – November 23, 2029

### Student Help Desk Technician

- Championed IT, networking, and desktop support to university students. Performed mainframe and account maintenance tasks to 30+ students per week.

## TECHNICAL SKILLS

PC Maintenance and Upgrading ▪ Computer and Hardware Maintenance ▪ Operating Systems ▪ Networks ▪ Printers ▪ Technical Support ▪ Debugging ▪ Cybersecurity Analysis ▪ Blockchain Expert

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## PERSONAL INTERESTS

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- Highly passionate to make an impact for the academic field/industry
- Venturing out to make research prototypes for any computer related courses
- To make a well-improved Learning Management System (LMS) for schools

## OBJECTIVES

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- Eager to explore new options on various fields specifically the academic field, to greatly contribute to schools with an access to learning management systems and improve the overall experience of its beneficiaries.
- Seeking a position as an IT Support Specialist to utilize my extensive training and experience of Customer Service.
- Looking to leverage an Impact to the academic field, as I am passionate with the improvement of learning curriculums present today. In order to show my expertise on the IT field to students and teachers dealing with technological struggles.