

Robert John Mansilungan

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Profile

CompTIA A+ certified computer technician with strong troubleshooting skills seeking an opportunity to help decrease downtime due to computer issues. Eager to continuously learn and adapt to new environments, components, and projects. Highly motivated with exceptional work ethic. Able to prioritize and handle multiple tasks in a timely manner. Effective communication skills to obtain success either working individually or within a team environment.

Education

California Technical Academy

May 2019 – Present

Information Technology Computer Technician

- CompTIA A+ (Certified)
- CompTIA Network+ (In Progress)
- CompTIA Security+ (In Progress)

Technical Experience

- Computer troubleshooting.
- Configure routers and setup Wi-Fi.
- Boot and install Windows OS.
- Build and assemble gaming PCs.

Work Experience

Soboba Resort & Casino, San Jacinto, CA

October 2015 – December 2019

Valet Attendant/Cashier

- Provided customers with excellent guest service.
- Worked as a team to coordinate safe and efficient ways to clear guest vehicles off valet ramp.
- Safely handled guest keys and placed them in an organized manner in the valet booth.
- Managed and tracked the number of guests that leave and arrive using the POS system.

Pechanga Resort & Casino, Temecula, CA

December 2013 – March 2015

Valet Attendant

- Communicated effectively with patrons and colleagues to promote respect and enhance customer satisfaction.
- Provided accurate documentation of vehicle checks, vehicle damage, and other conditions prior to service.
- Parked and retrieved customer vehicles in specified areas in a safe and efficient manner.

Technical Skills

- Operating Systems: Windows, Mac OS, Linux
- Software: MS Office, Malware Bytes
- Networking: Basic LAN/WAN TCP/IP/VPN