

Aldrine Julius D. REPANCOL

BACHELOR OF SCIENCE IN INFORMATION AND COMMUNICATIONS TECHNOLOGY



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Personal Experience:

- Building custom desktop
- Installing OS Windows and formatting HDD, Check disk
- Networking installing Router/Wi-Fi
- Synchronization IOS/Windows OS, 8, 8.1 and 10/ Cloud
- System recovery by using repair disk
- Troubleshooting hardware/software/network/mobile devices



Certification:

- CompTIA A+



Work Experience:

TDK Headway Technologies Incorporation – Wafer Fab Operator Milpitas, California (2016 – 2017)

- Record data in the WIP tracking system
- Analyze data and reports anomalies to Production Supervisor
- Respond to inquiries from other team members, managers, or departments
- Support continuous improvement initiatives in the areas of productivity, yield enhancement, and scrap reduction

San Beda University – System Analyst and Programmer Manila, Philippines (2013 – 2014)

- Confer with other computing personnel to solve complex procedural, operational and technical problems
- Evaluate hardware and software products, and programming languages to determine their applicability to the system and/or project
- Modify and/or writes programming code on Web Developing using HTML, PHP, MySQL
- Develop work plan and time schedules for computing projects
- Participate with management personnel in planning, directing and coordinating operational and/or procedural matters to meet the goals and objectives of the project

Manila Water Incorporation – Desktop Support Technician, Intern Quezon, Philippines (2013)

- Diagnose service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms

- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, and more

Gilead Sciences – IT Technician, Contractor Foster City, California (2018 - Present)

- Performs troubleshooting, parts replacement, system upgrades, equipment collection and basic deployments and repair for customers at campus locations
- Basic installation and maintenance of computer peripherals
- Troubleshooting network access and printers
- Follows predefined procedures and tasks in everyday activities
- Image/Re-image computers
- Migrate users from their old computer to a new one
- Deploy laptops/desktops and setting up workstation for new hire
- Configure/Deploy Cisco IP phones
- Configure/Deploy Apple Mac, and iPad devices
- Responds to ticket queue, and ensures tickets are completed based upon their assigned priorities
- Identifies potential issues that could adversely impact End User experience and follows through on action steps
- Strives to meet all Client/Milestone SLA and Customer Satisfaction Goals

Milestone Technologies, Inc. – IT Technician Foster City, California (2018 – 2021)

- Performs troubleshooting, parts replacement, system upgrades, equipment collection and basic deployments and repair for customers at campus locations
- Basic installation and maintenance of computer peripherals
- Troubleshooting network access and printers
- Follows predefined procedures and tasks in everyday activities
- Image/Re-image computers
- Migrate users from their old computer to a new one

- ⚙️ Deploy laptops/desktops and setting up workstation for new hire
- ⚙️ Configure/Deploy Cisco IP phones
- ⚙️ Configure/Deploy Apple Mac and iPad devices
- ⚙️ Responds to ticket queue, and ensures tickets are completed based upon their assigned priorities
- ⚙️ Identifies potential issues that could adversely impact End User experience and follows through on action steps
- ⚙️ Strives to meet all Client/Milestone SLA and Customer Satisfaction Goals

Cognizant – Senior Systems Executive

Foster City, California (2021 – Present)

- ⚙️ Responsible for working and tracking cases from beginning through resolution
- ⚙️ Perform installations, adds, moves, and changes for PCs, monitors, printers and related peripherals
- ⚙️ Perform archive restores, manage user and computer accounts in AD, patch management, manage VPN accounts, Aspera requests, password resets, Alloy Software Asset Management, and all other duties as assigned
- ⚙️ Perform software and hardware configuration across diverse platforms
- ⚙️ Installing and configuring hardware and software components to ensure usability.

- ⚙️ Troubleshooting hardware and software issues.
- ⚙️ Support on key IT infrastructure projects when needed
- ⚙️ Create and maintain SOPs / “how to” documentations for local knowledge base
- ⚙️ Responsible for maintaining and updating the inventory of all office and remote computers, hardware, software and supplies.
- ⚙️ Repairing or replacing damaged hardware.
- ⚙️ Partner with IT management and security team to ensure that all systems adhere to security policies and any compliance requirements
- ⚙️ Upgrading the entire system to enable compatible software on all computers.
- ⚙️ Installing and upgrading anti-virus software to ensure security at the user level.
- ⚙️ Performing tests and evaluations on new software and hardware.
- ⚙️ Providing support to users and being the first point of contact for error reporting.
- ⚙️ Establishing good relationships with all departments and colleagues.
- ⚙️ Conducting daily backup operations.
- ⚙️ Managing technical documentation.
- ⚙️ Assist in OS deployments using automated scripts and templates in virtual and bare metal environments, (WDS, SCCM and JAMF).



Strengths:

- ⚙️ Responsible
- ⚙️ Deliberative
- ⚙️ Learner
- ⚙️ Restorative
- ⚙️ Empathy













Education:

- ⚙️ **The Genstride Center**
Mission College, Santa Clara, CA. (2017)
Information Communication Technology Program

- ⚙️ **San Beda University**
Mendiola, Manila, Philippines. (2010 – 2014)
Graduate of Bachelor of Science in Information and Communications Technology



Character Reference:

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