Gaely Ems Manalad

Northridge, CA 91324

Phone: +18185790420 | Email: Gaelyems@gmail.com

LinkedIn: linkedin.com/in/gaelyems

**TECHNICAL SKILLS**

**Expertise**

* Technical Support
* Virus Detection, Removal & Prevention
* Security, Backup & Recovery Solutions
* Technical & User Documentation
* Patch Management
* Network Infrastructure
* Troubleshooting

**EDUCATION**

**Cybersecurity**

University of California, Los Angeles

A highly intensive 24-week long training program in cyber security. Skills learned consist of Wireshark, Kali Linux, Metasploit, Burp Suite, Pen testing, Splunk, Digital Forensics, Python, SQL and Cyber-attacks mitigations and protection techniques.

**Computer Programming**

St. Nicolas College of Business and Technology

**Computer Literacy and PC Troubleshooting**

Systems Plus Computer College

**CERTIFICATES**

**CompTIA Security + Certification**

2021

**EXPERIENCE**

**Support Technician/Inventory Testing Associates**

IT CreationsApril 2019 – Present

* Troubleshoot server and replace hardware parts such as hard drive, motherboard, power supply, processor, memory, monitors and LCD screens
* Installed software, modified and repaired hardware and resolve technical issues
* Testing over 100+ CPU’S daily
* Assemble and set up servers
* Perform tests and evaluations on hardware
* Perform other duties as assigned
* Assist other departments with any technical issues

**Scan Coordinator**

Seafood City April 2018 – December 2018

* Oversee pricing accuracy and integrity for the store
* Ensure accuracy of pricing and notify managers of any discrepancies
* Update, scanning and printing individual price tickets, price stickers, and large signs
* Ensure all prices are changed according to plan on a daily, weekly or monthly basis
* Performed customer service

**Desktop Support Technician** Teletech Philippines December 2015 –December 2016

* Administered hardware and software support for 1000+ devices
* Handle daily technical support activities on desktop support, data network and server
* Setup new user accounts in active directory, edit, reset user passwords and remove access to the network utilizing active directory
* Manage customer issues and requests by creating, tracking and documenting technical solutions
* Maintains, configure, analyzes, troubleshoots, and repairs desktop computers, laptop/notebook computers, printers, peripheral hardware and software
* Build/deploy new workstations (desktop & laptop PC's)
* Install/upgrade hardware/software on Windows workstations
* Basic network knowledge and troubleshooting (TCP/IP, LAN/WAN, switching, routing, DNS, wireless)
* Troubleshoot and perform virus prevention, detection and removal